

**FIG. 1**  
**PRIOR ART**

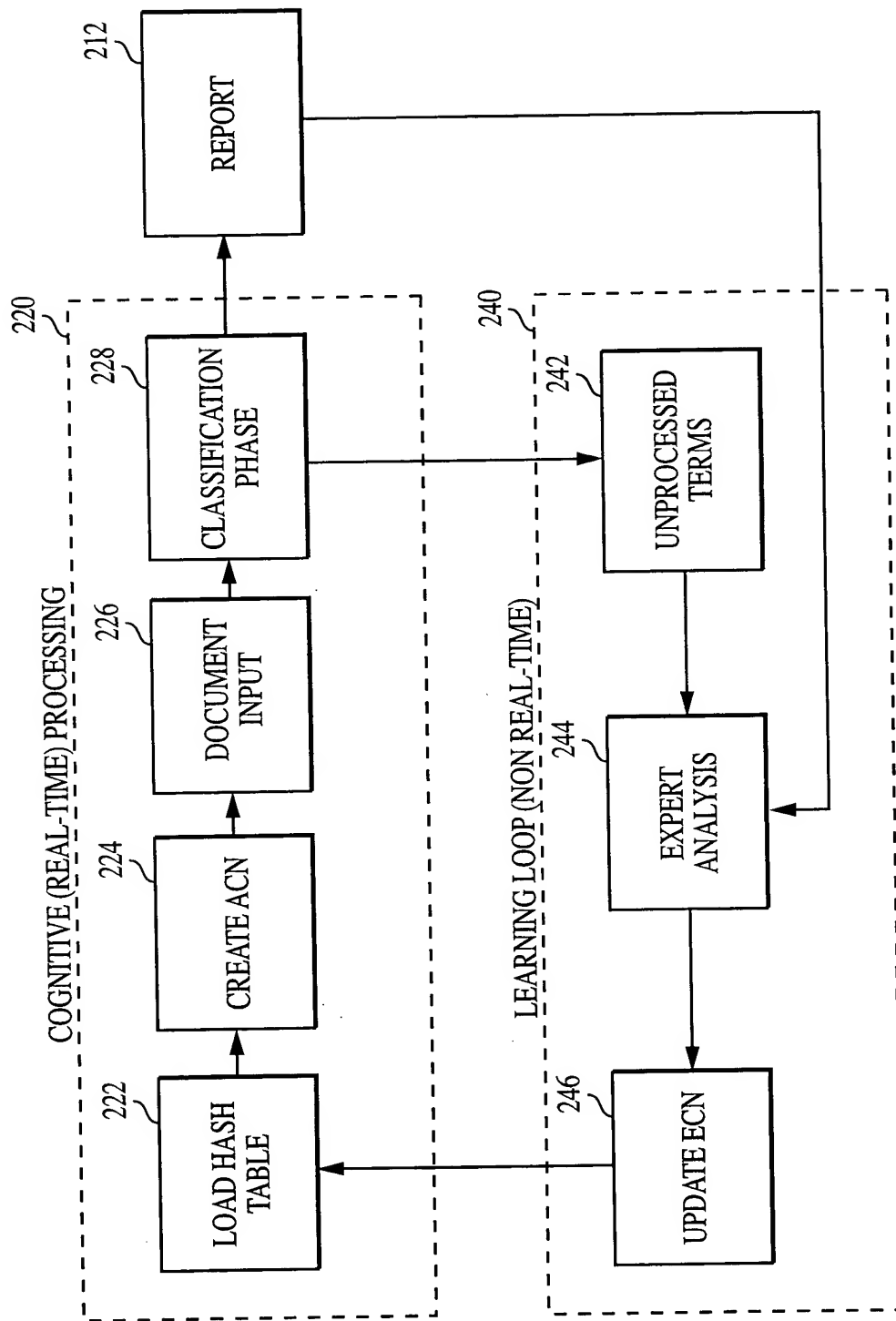


FIG. 2  
PRIOR ART

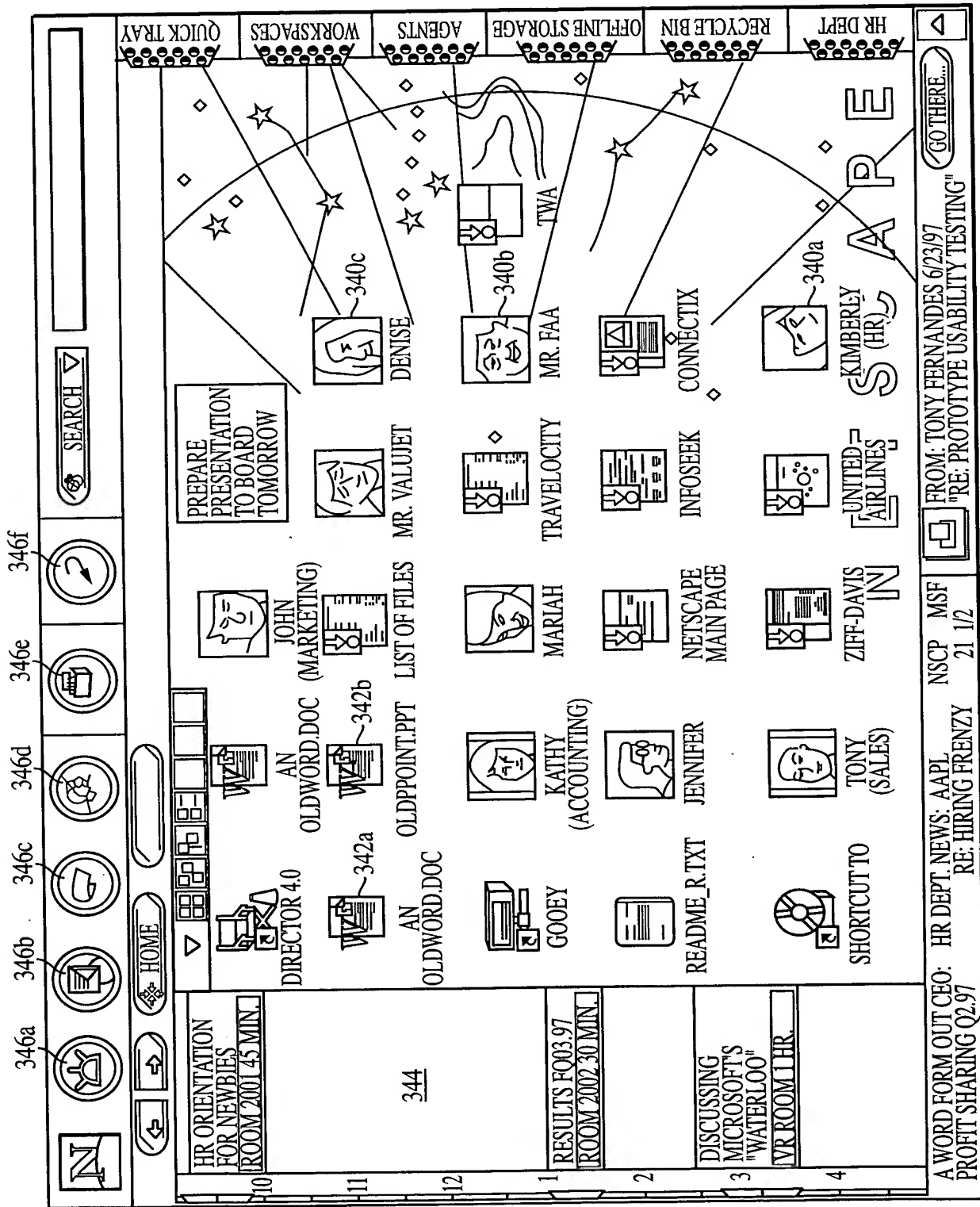


FIG. 3  
PRIOR ART

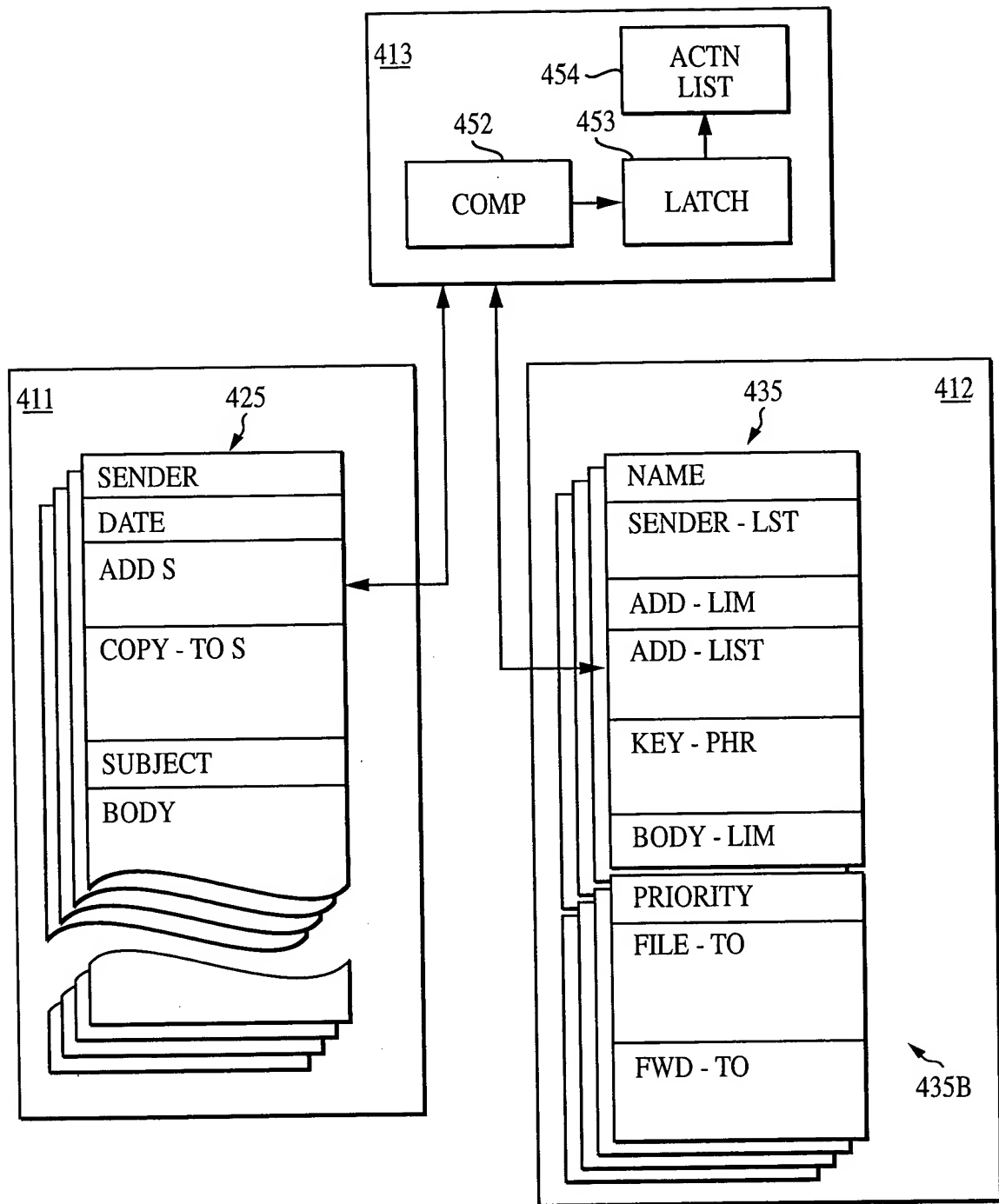


FIG. 4  
PRIOR ART



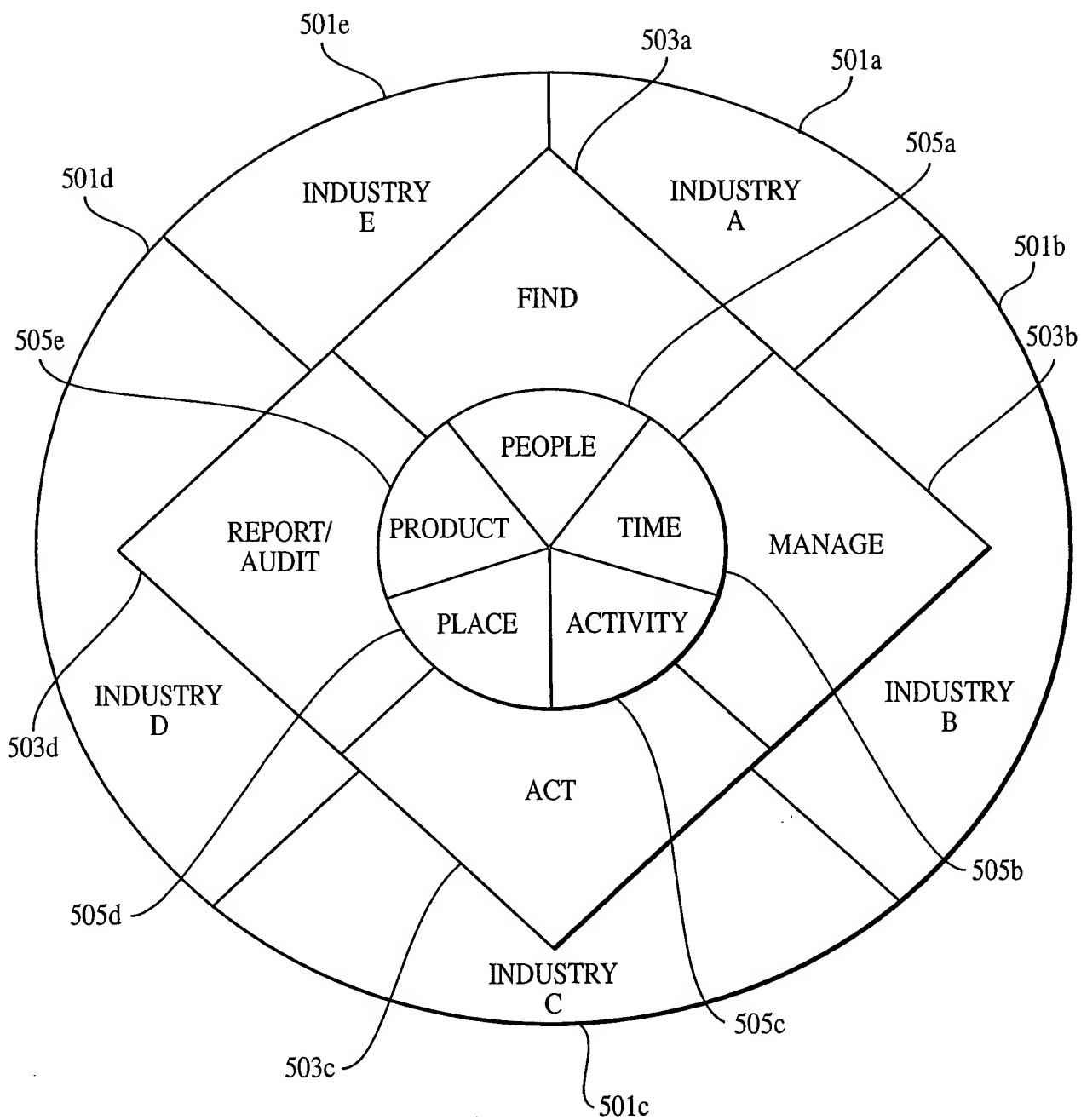


FIG. 5

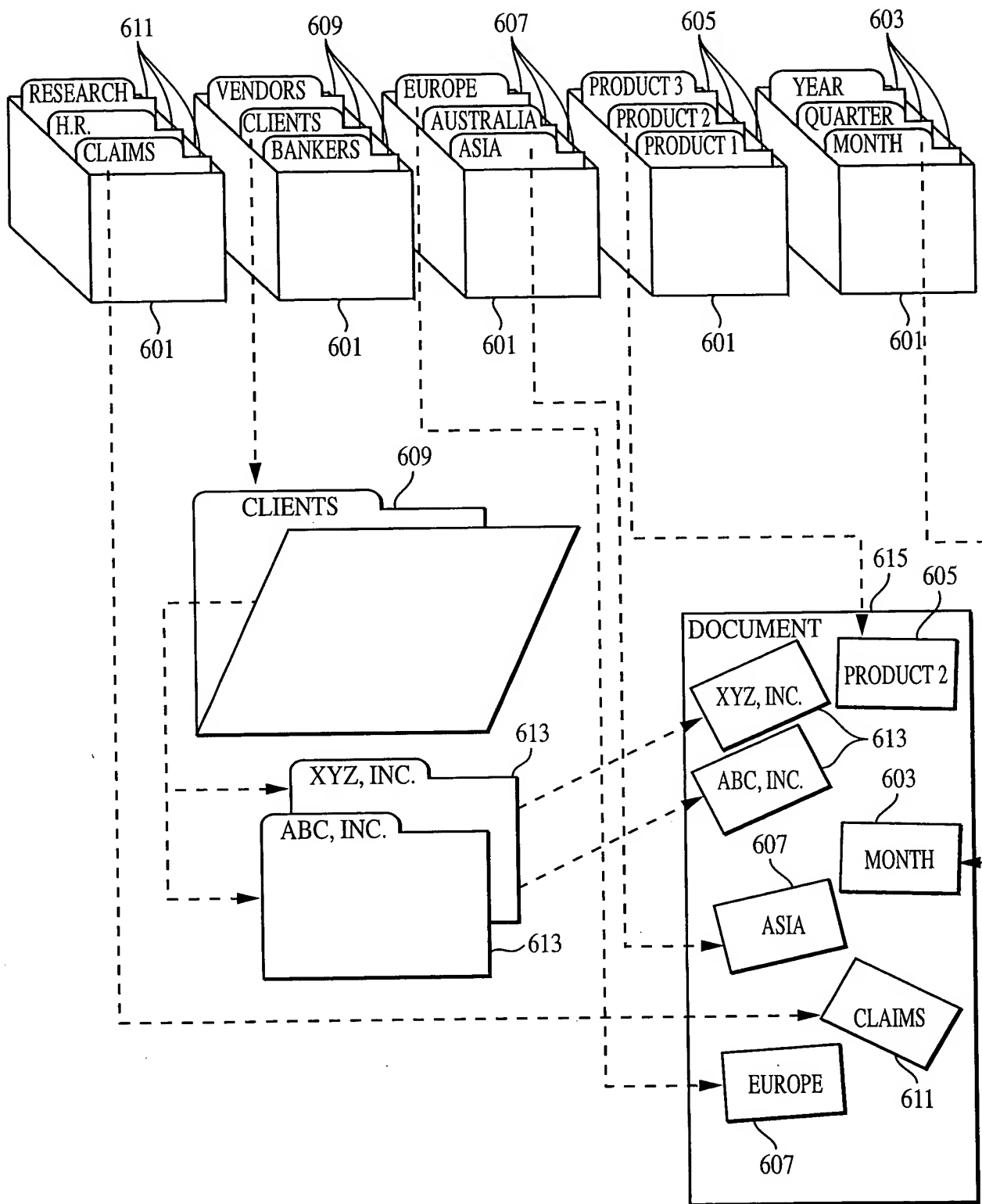


FIG. 6

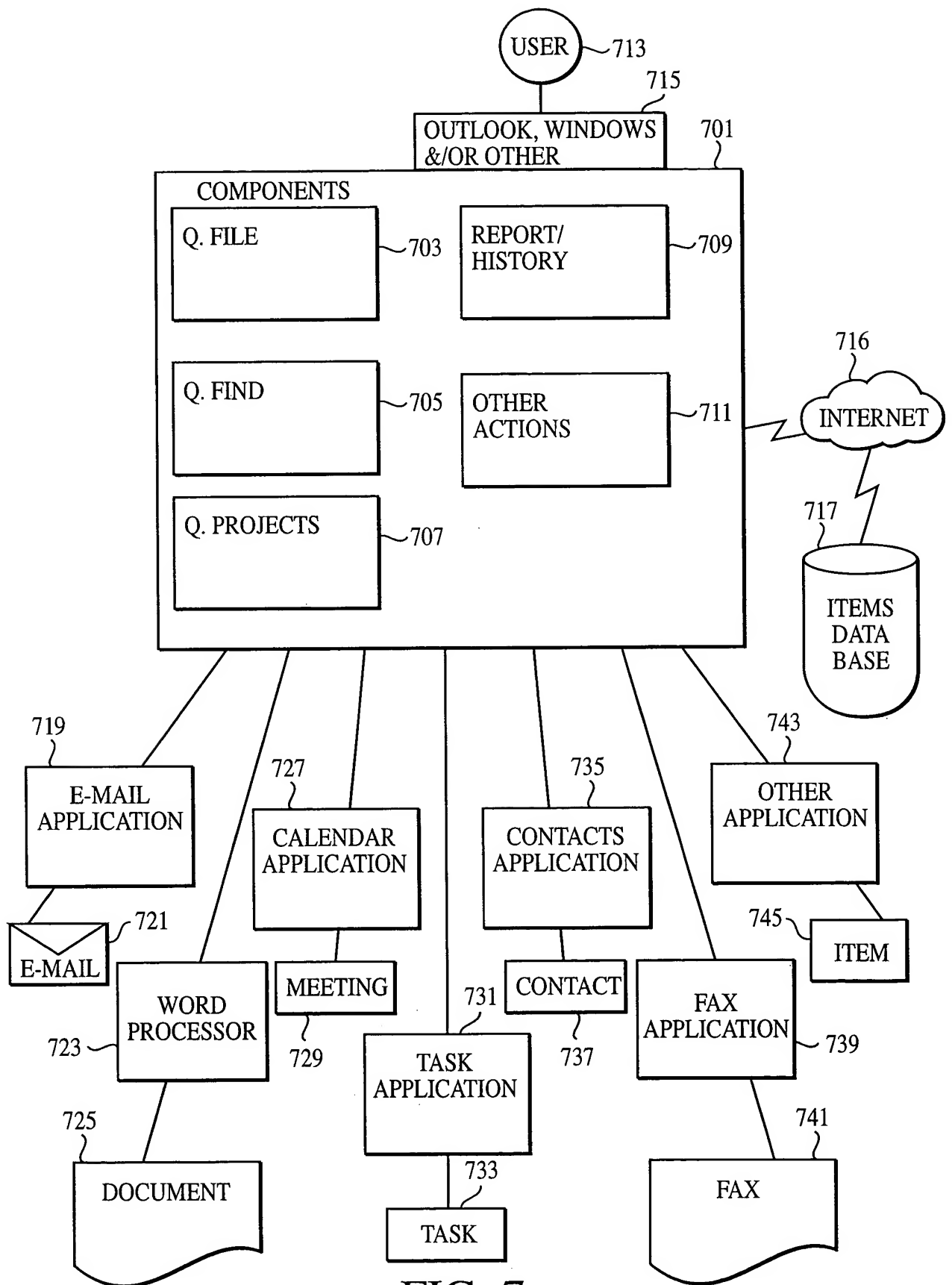


FIG. 7

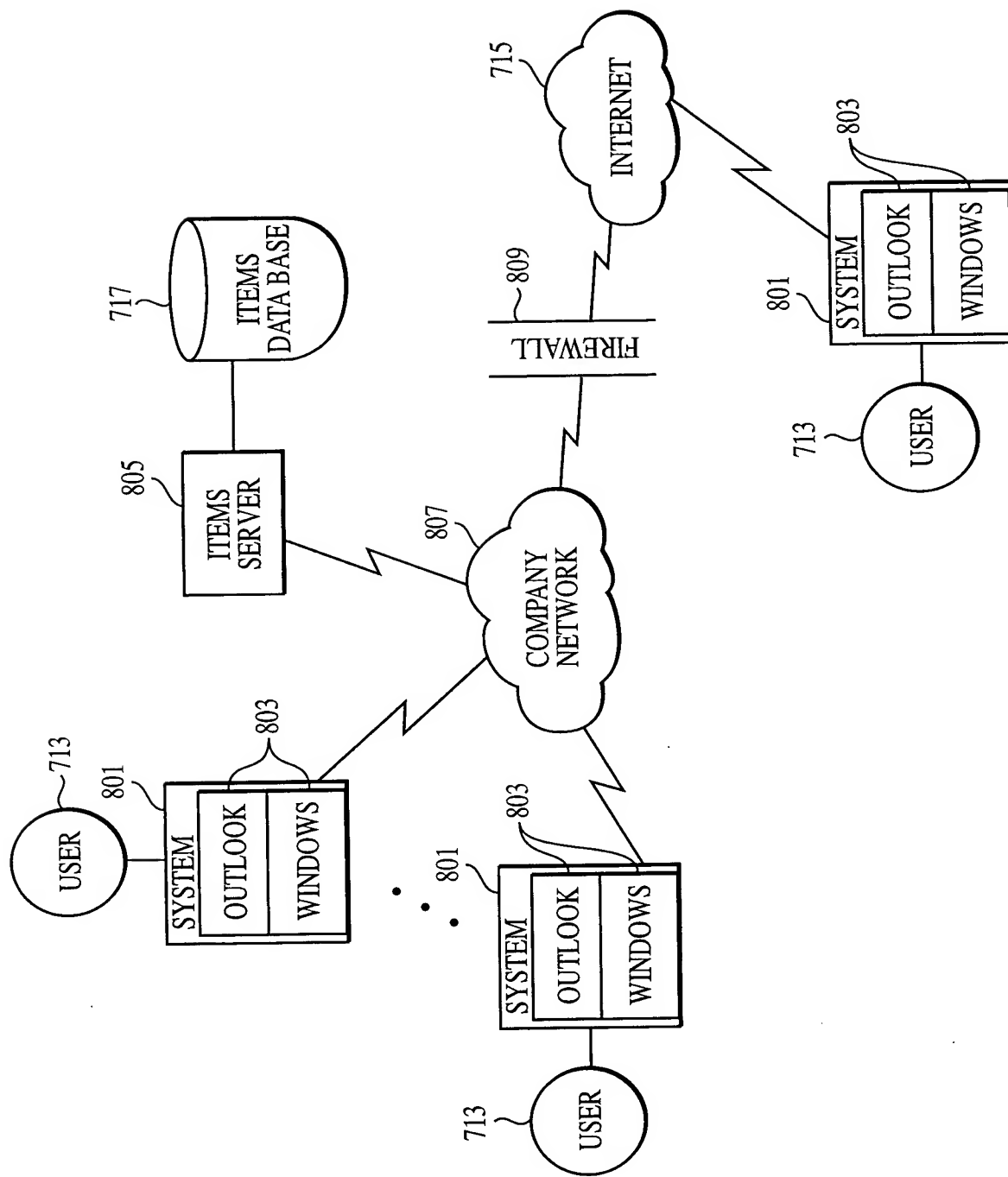


FIG. 8

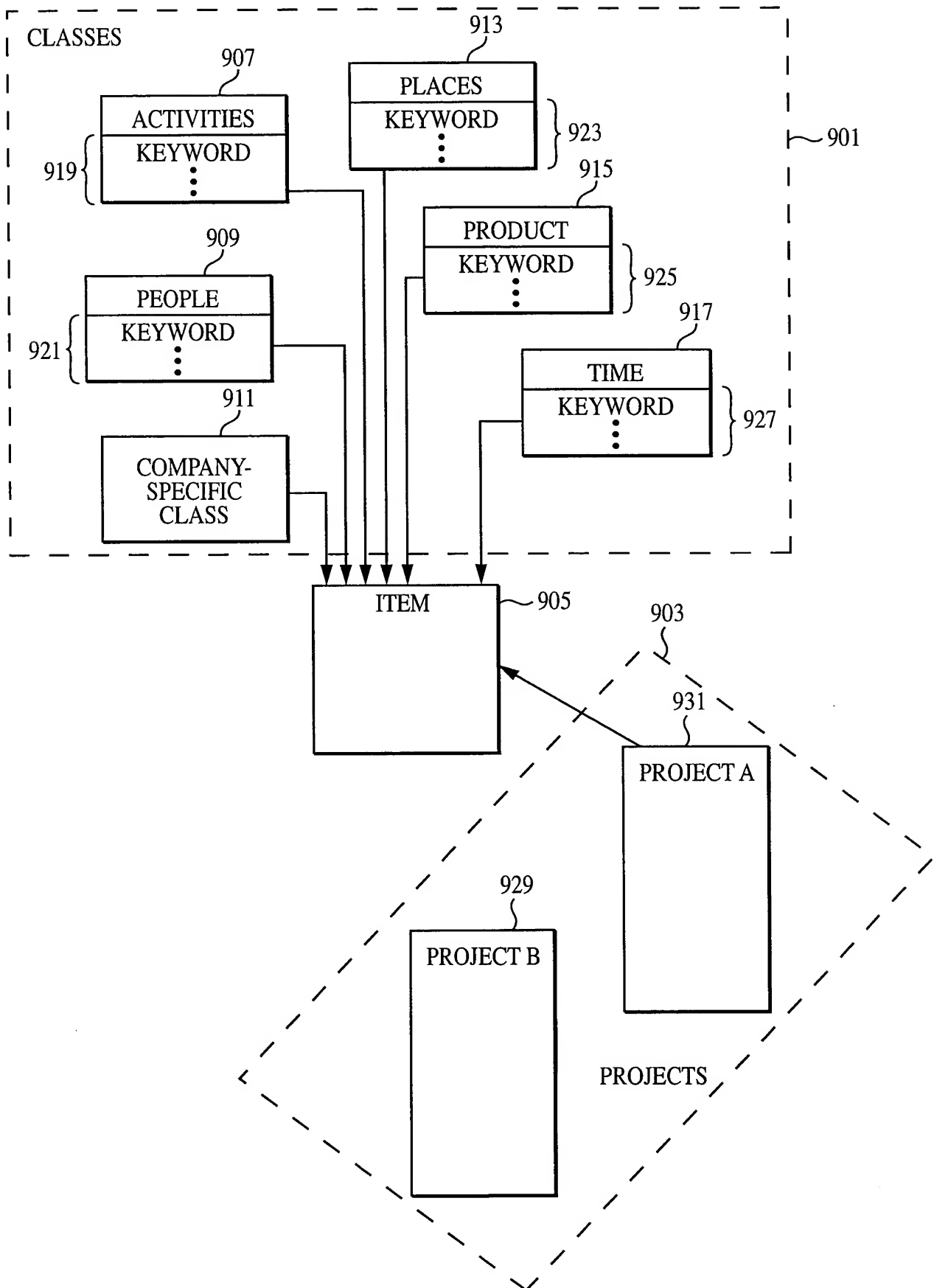


FIG. 9

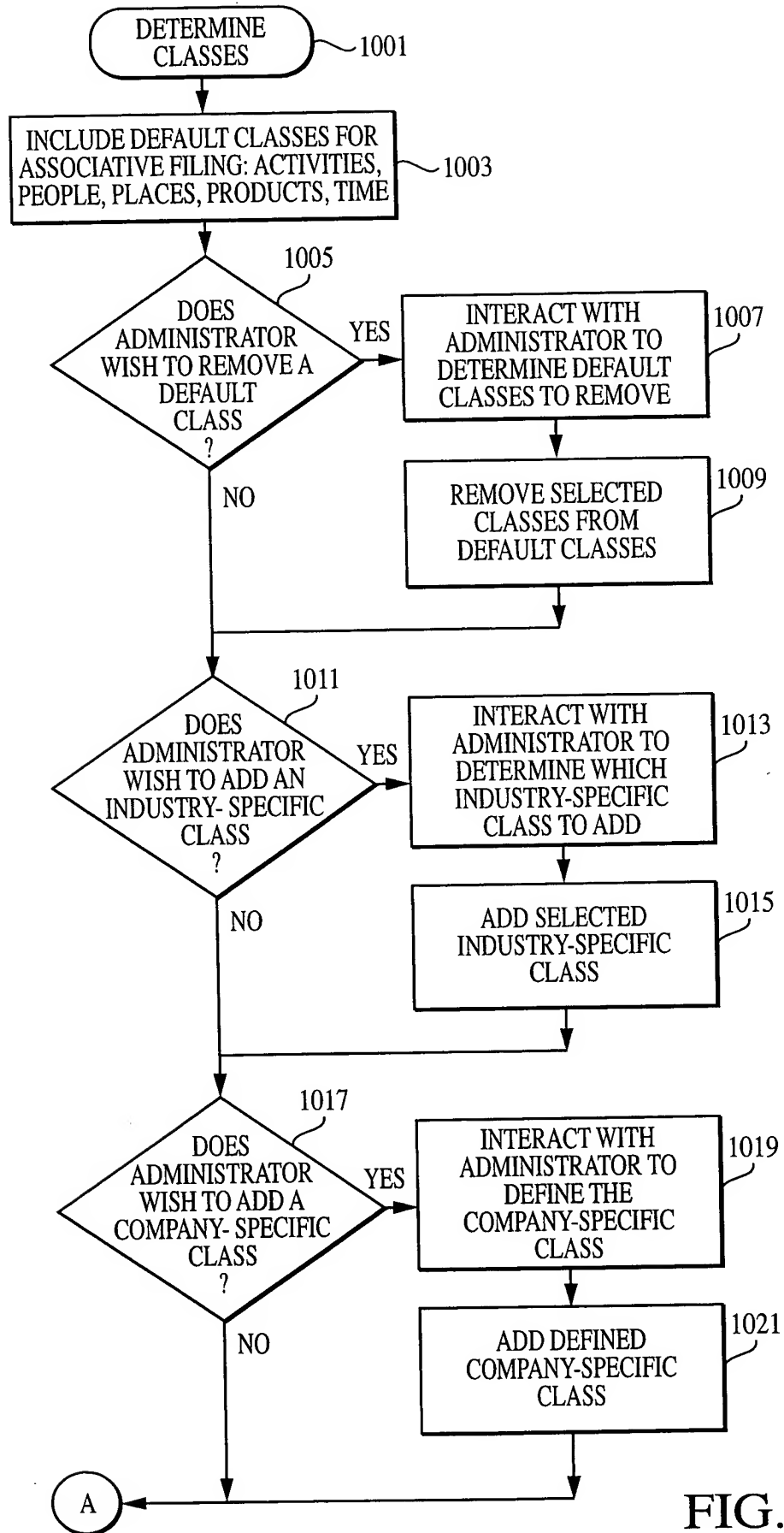


FIG. 10A

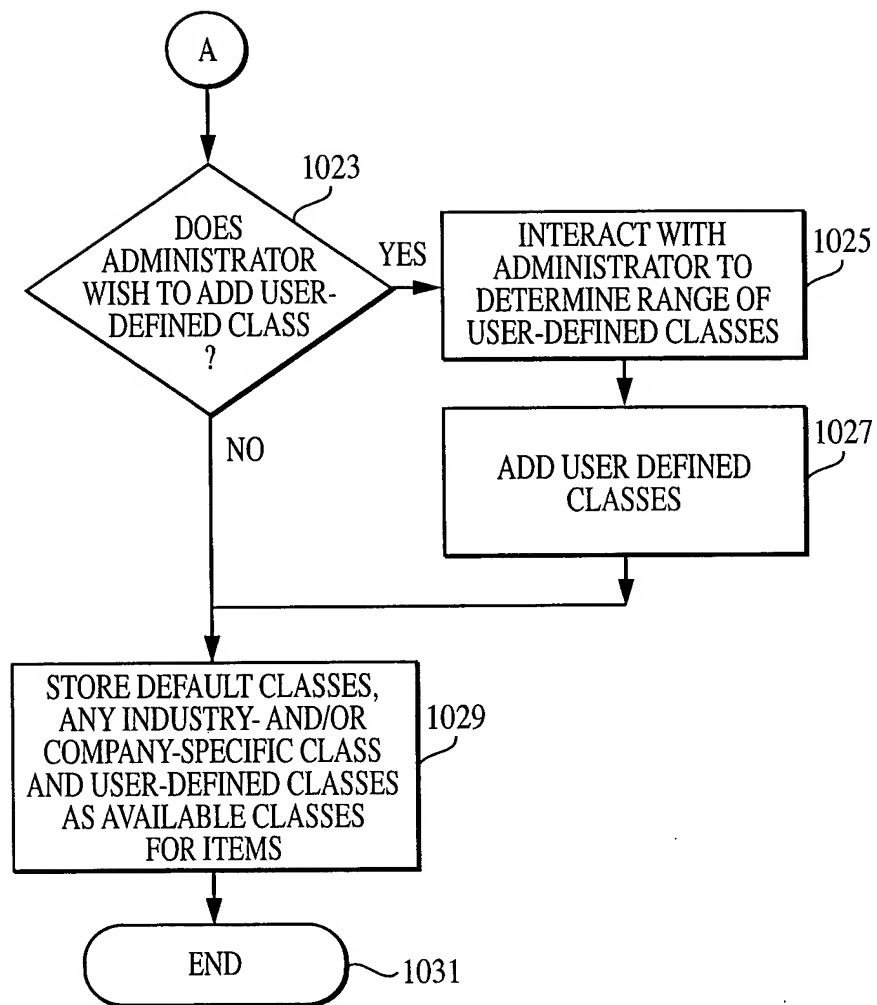


FIG. 10B

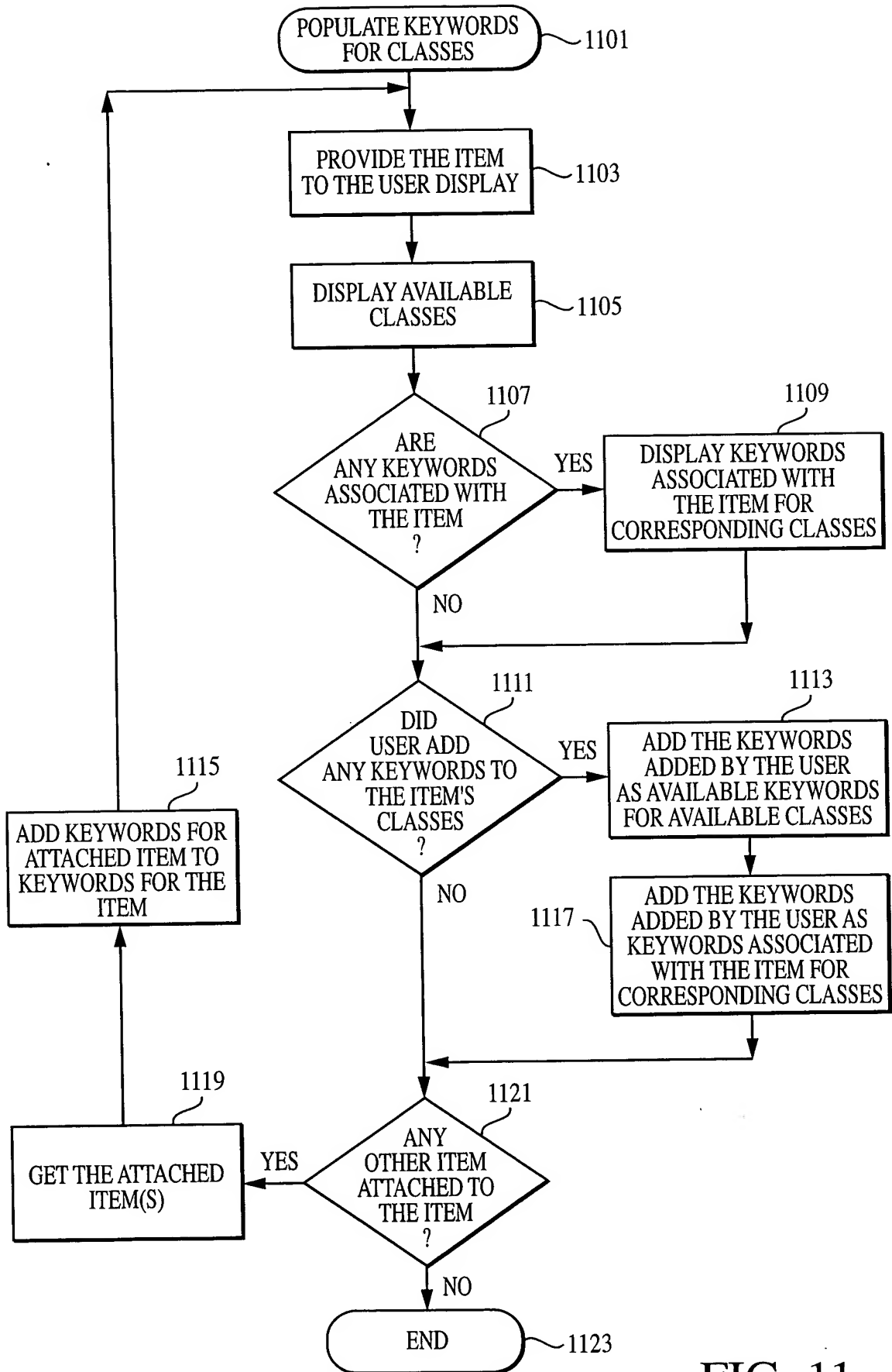


FIG. 11



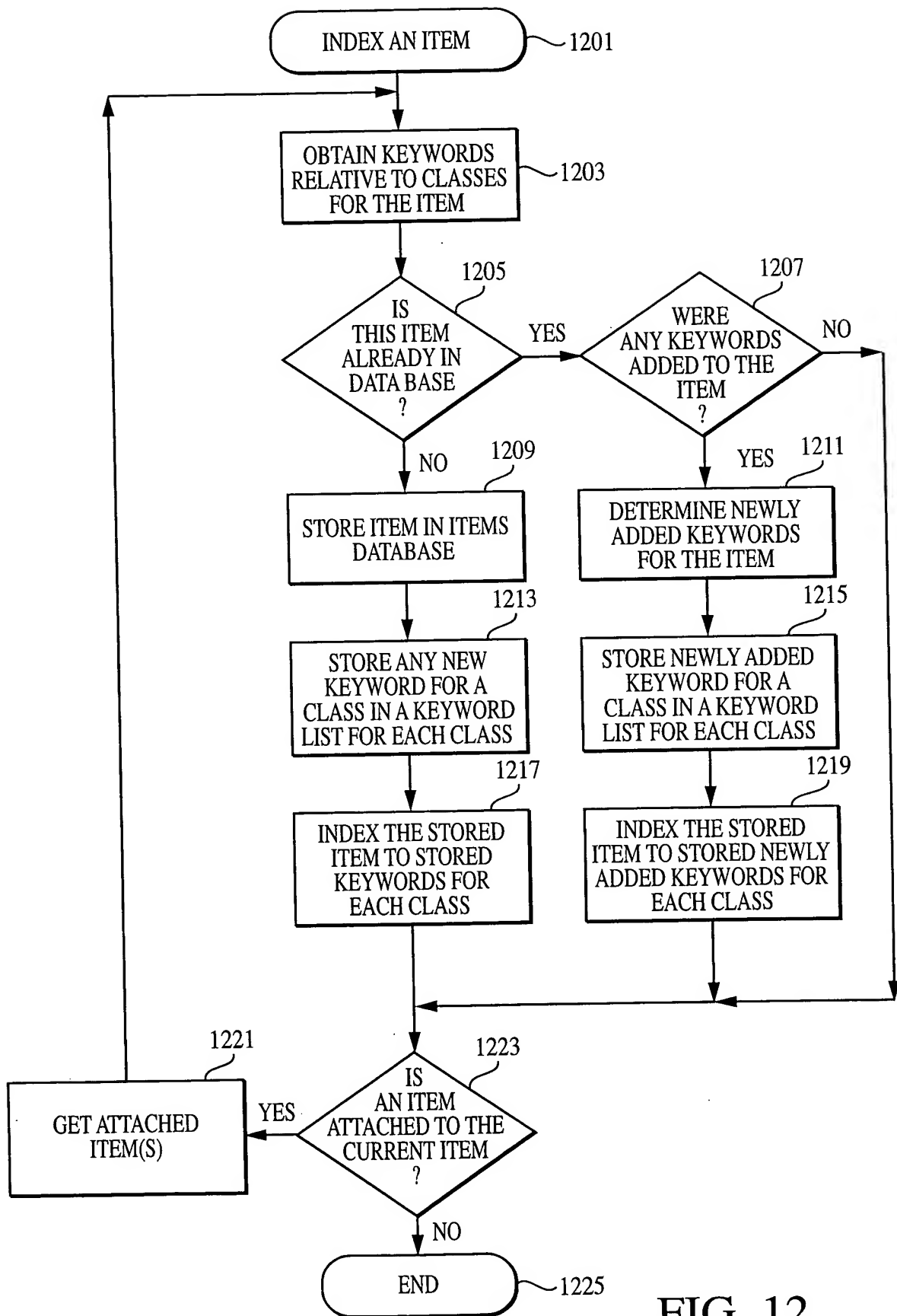


FIG. 12

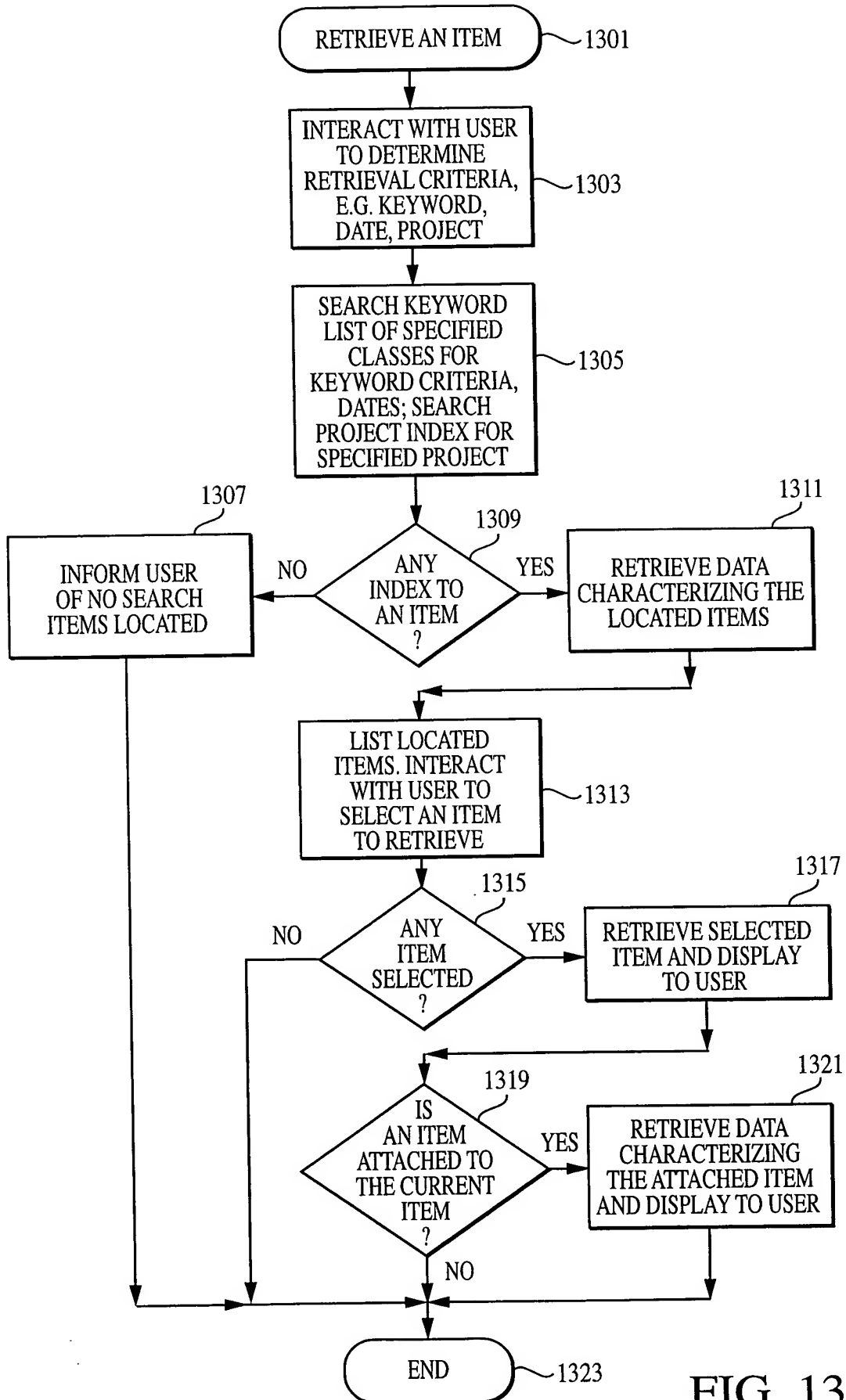


FIG. 13

AMERICAN AIR-AVIATION-XOL-JW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP 1405

1403 CREATE SEND REQUIRED DOCUMENT

1433 AMERICAN AIR-AVIATION-XOL-JW-YR2003

1417 ID: 0000-00000-00005867

1419 BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

1421 U/W YEAR: 2003

1423 PROD. TYPE: EXCESS OF LOSS

1401 TYPE A QUESTION FOR HELP

1415 BEGIN GLOBAL TOOLBAR

1437 Q.KNOW HELP

1409 RUN REPORTS

1411 FORWARD PROJECT

1413 REQUEST APPROVAL

DUE: TUE 10/1/2002

STATUS: PENDING

SAVE

NEW SUBMISSION

1425 COMPANY: RENRE

DIVISION: REINSURANCE

1427 INCEPTION DATE: 10/1/2002

1423 EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

DOCUMENTS FORMS CALENDAR CONTACTS TASKS HISTORY Q.FILE

OWNER: JOE EMPLOYEE

SHOW ME: ALL CONTACTS

EMAIL	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL
	JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893	JEMPLOYEE@RENRE.COM
	SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236	SPOWERS@RENRE.COM
	WALTER MATHERS	AON	(408) 555-2345	(408) 555-2346	(408) 555-2347	WMATHERS@AON.COM
	ADRIAN RIVERA	CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458	ARIVERA@CHUBB.COM
	CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569	CSHELBY@RENRE.COM
	HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671	HSMITH@RENRE.COM
	PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781	PYAO@RENRE.COM

EMAIL TEAM MEMBERS

ADD A CONTACT

EDIT TEAM MEMBERS

FIG. 14

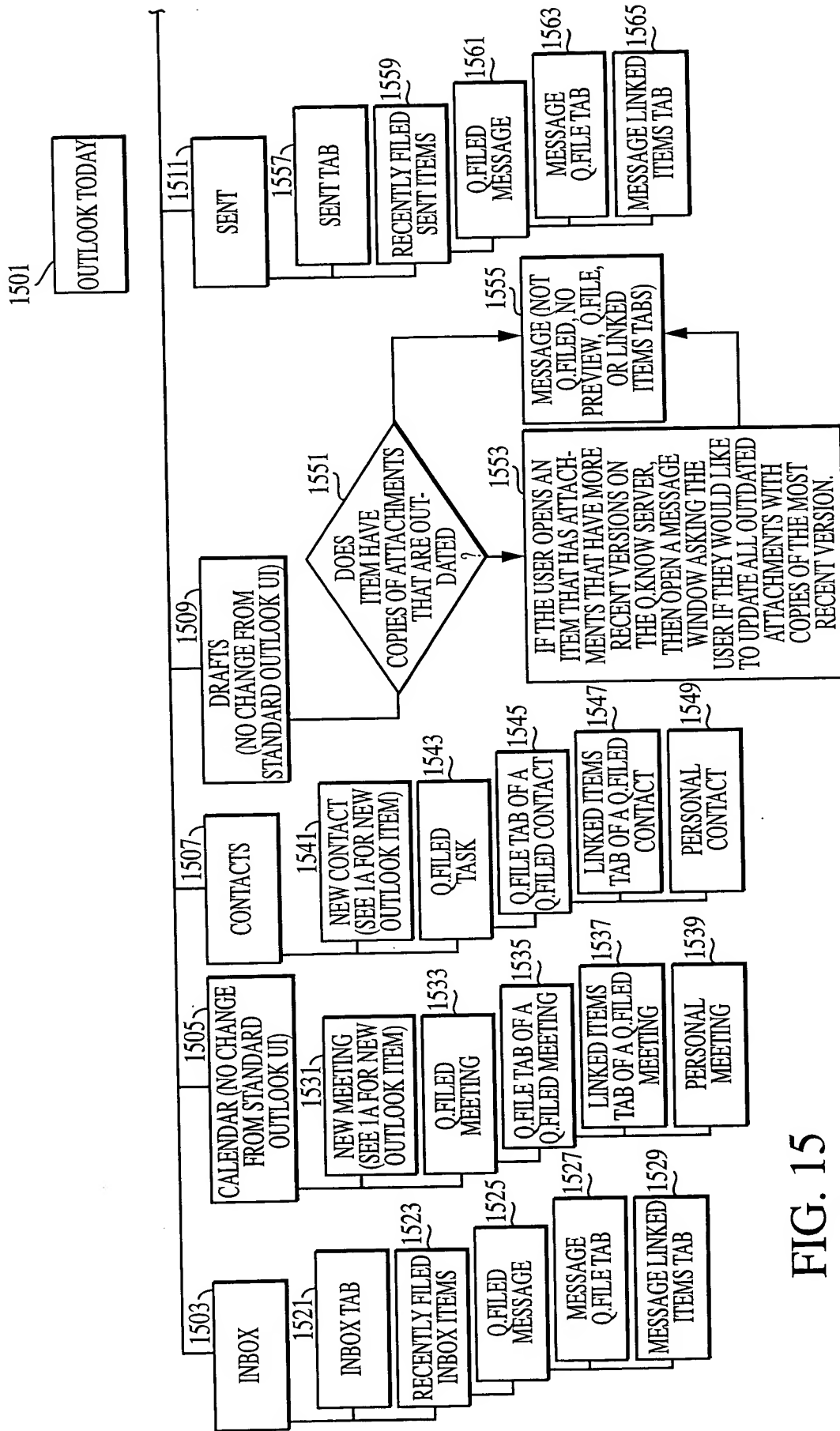


FIG. 15

FIG. 15A

FIG. 15A

FIG. 15B

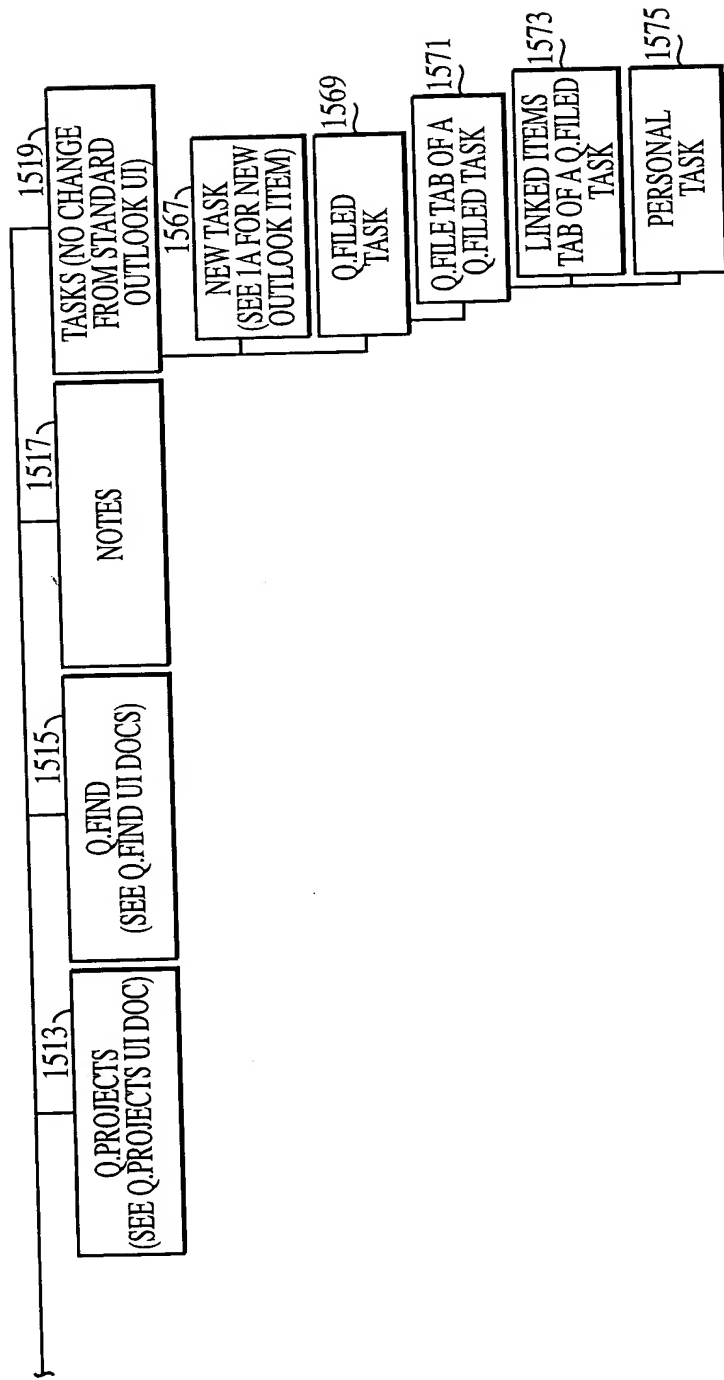


FIG. 15B

1601

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

PROJECT ACTIONS

Q.KNOW HELP

SUBMIT

PREVIEW OF

BACK

INBOX

1611

ADDRESS

INSERT FILE LOCATION

GO

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

1609a

1609b

	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

DO NOT Q.FILE THIS MESSAGE

FROM: SENDER NAME

TO: RECIPIENT NAME

CC: SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSECTETUER SADIPSCING TELTS

EMAIL MESSAGE

ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME

RECIPIENT, LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPSCING ELIT, SED DIAM NOMUMMY NIBH EUSMOD TINCIDUNT UT LOAOREET DOLORE MAGNA ALQUAM ER AT VOLUTPAT.

IMAGE

SINCERELY, SENDER

SENT: FRIDAY 5/31/2002 4:45 PM

SEND/RECEIVE STATUS 0%

1615

1613

1617

FIG. 16

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

RECENTLY Q FILED

?

INBOX	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
<input checked="" type="checkbox"/>	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE

☐ DO NOT Q FILE THIS MESSAGE

PREVIEW

Q FILE DETAILS

LINKED ITEMS

AUTHOR: FULL NAME

1701

1705

1703

DATE MODIFIED: TUE, JUNE 18, 2002

EMAIL MESSAGE

ATTACHMENT 1 NAME

ATTACHMENT 2 NAME

ATTACHMENT 3 NAME

ATTACHMENT 4 NAME

SIZE: 539 KB

CHECKED OUT BY:

A2	B	C	D	E	F	G	H
1	NEW EMAIL						
2	CONDITION 1: DEFAULT VIEW/PREVIEW OFF						
3	CONDITION 2: NO PROJECTS						
4	CONDITION 3: OPEN ITEM BY DOUBLE CLICKING AND USING Q FILE TAB OR RIGHT CLICK OPTION FOR Q FILE						
5	USE EXAMPLES						
6	RECEIVE NEW EMAIL NO SYSTEM GUESSES AND TAG IT						
7	RECEIVE NEW EMAIL NO SYSTEM GUESSES AND FILE IT AS PERSONAL						
8	RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND TAG IT						
9	RECEIVE NEW EMAIL WITH MULTIPLE TOPICS						
10	RECEIVE NEW EMAIL WITH SYSTEM GUESSES AND DELETE IT						
11							
12							

INBOX/OUTLOOK EXTENSIONS/Q FILE

SEND/RECEIVE STATUS 0%

MY SHORTCUTS

OTHER SHORTCUTS

9 ITEMS

FIG. 17

1801

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW REPLY TO ALL FORWARD SEND/RECEIVE FIND TYPE A QUESTION FOR HELP

CREATE REQUEST ADD TO PROJECT SET REMINDER FIND SIMILAR PROJECT ACTIONS Q KNOW HELP

BACK INBOX ADDRESS INSERT FILE LOCATION GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

INBOX

RECENTLY Q FILED

1

Q FROM SUBJECT

+

+

+

+

NQ

NQ

SENDER NAM...

SENDER NAM...

SENDER NAM...

SENDER NAM...

SENDER NAME...

SENDER NAME...

SUBJECT EPSUM FACTORIAL NON DEP...

SUBJECT LOREM IPSUM DOLOR SIT A...

SUBJECT EPSUM FACTORIAL NON DEP...

SUBJECT LOREM IPSUM DOLOR SET A...

SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...

5 KB

10 KB

4 KB

5 KB

10 KB

5 KB

PROJECT TYPE

PROJECT TYPE

PROJECT TYPE

PROJECT TYPE

PROJECT TYPE

PROJECT TYPE

RECEIVED

SIZE

PROJECT TYPE

FRI 5/31/2002 4...

FRI 5/31/2002 4...

FRI 5/31/2002 4...

FRI 5/31/2002 4...

FRI 5/31/2002 4...

FRI 5/31/2002 4...

1821

PREVIEW Q FILE DETAILS LINKED ITEMS

Q KNOW FILING MESSAGE

1813 1815 1817 1819

SELECT Q PROJECTS... SELECT KEYWORDS... SELECT KEYWORD SET... ADD Q FILE LIKE...

FILING SUMMARY

LINKED Q PROJECTS: Q PROJECT\_NAME, 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

DO NOT Q FILE THIS MESSAGE

Q FILE

LEAVE A COPY OF THIS MESSAGE IN MY INBOX

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

1805

1809

1807

FIG. 18





2001

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

RECENTLY Q FILED

INBOX

	FROM	SUBJECT	RECEIVED	SIZE	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
?	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEP...	FRI 5/31/2002 4...	4 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT A...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
+	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...	FRI 5/31/2002 4...	5 KB	PROJECT TYPE
NQ	SENDER NAM...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...	FRI 5/31/2002 4...	10 KB	PROJECT TYPE

DO NOT Q FILE THIS MESSAGE

SENT FRIDAY 5/31/2002 4:20 PM

FROM: SENDER NAME

TO: SABINE POWERS

CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET

EMAIL

ATTACHMENT 1 NAME

ATTACHMENT 2 NAME

ATTACHMENT 3 NAME

ATTACHMENT 4 NAME

RECIPIENT

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD THNCIDUNT UT LOAREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.

IMAGE

SENCERELY, SENDER

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

2005

2007

FIG. 20

**INBOX - MICROSOFT OUTLOOK**

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X REPLY & REPLY TO ALL FORWARD SEND/RECEIVE FIND FIND TYPE A QUESTION FOR HELP  
TYPE A CONTACT TO FIND ?

CREATE REQUEST ADD TO PROJECT SET REMINDER FIND SIMILAR PROJECT ACTIONS Q KNOW HELP

BACK INBOX 2105 ADDRESS INSERT FILE LOCATION GO

Q KNOW SHORTCUTS		INBOX		RECENTLY Q FILED			
OUTLOOK TODAY		DATE RANGE		LAST 7 DAYS			
INBOX		FROM		SUBJECT		RECEIVED SIZE	
Q KNOW ITEMS	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4:4...		10 KB	
Q PROJECTS	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...		FRI 5/31/2002 4:4...		4 KB	
CALNDAR	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4:4...		5 KB	
CONTACTS	SENDER NAME...	SUBJECT LOREM IPSUM DOLOR SIT AMET, CO...		FRI 5/31/2002 4:4...		10 KB	
TASKS	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4:4...		4 KB	
NOTES	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4:4...		4 KB	
DELETED ITEMS	SENDER NAME...	SUBJECT EPSUM FACTORIAL NON DEPOSIT Q...		FRI 5/31/2002 4:4...		4 KB	

PREVIEW Q FILE DETAILS LINKED ITEMS

SENT FRIDAY 5/31/2002 4:20 PM

FROM: SENDER NAME  
TO: RECIPIENT NAME  
CC:

SUBJECT: SUBJECT LOREM IPSUM DOLOR SIT AMET, CONSETTETUER SADIPISCING TETR

[EMAIL MESSAGE] [ATTACHMENT 1 NAME, ATTACHMENT 2 NAME, ATTACHMENT 3 NAME, ATTACHMENT 4 NAME]

RECIPIENT:  
LOREM IPSUM DOLOR SIT AMET, CONSETTETUER ADIPISCING ELIT, SED DIAM NOMUMMY NIBH EUISMOD THNCINDUNT UT LOAOREET DOLORE MAGNE ALQUAM ER AT VOLUTPAT.

IMAGE

SINCERELY,  
SENDER

MY SHORTCUTS  
OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

**FIG. 21**



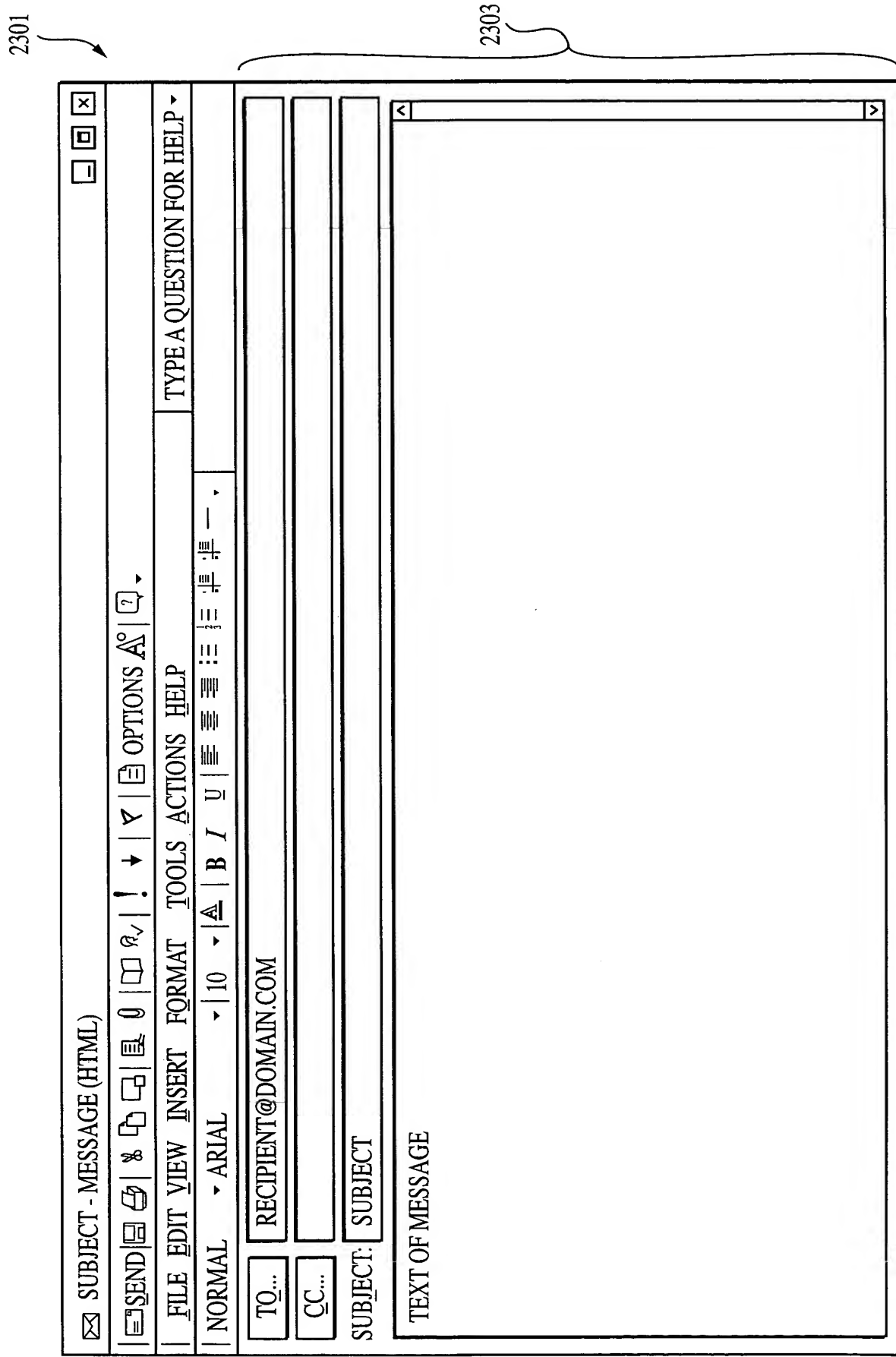


FIG. 23

Q.FILE AND SEND "SUBJECT"

SELECT THE ITEMS TO BE Q.FILED WITH THE FILING SUMMARY BELOW.

Q. ☐ 0 NAME

? ☒ 0 SUBJECT

☒ GIVE ALL ITEMS THE SAME Q.FILE INFORMATION.

PREVIEW

Q.FILE DETAILS

THIS ITEM IS FILED IN Q KNOW

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT Q.SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: EMAIL TEST WITH ATTACHED.QPI

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

Q.FILE & SEND

DO NOT Q.FILE

CANCEL

FIG. 24

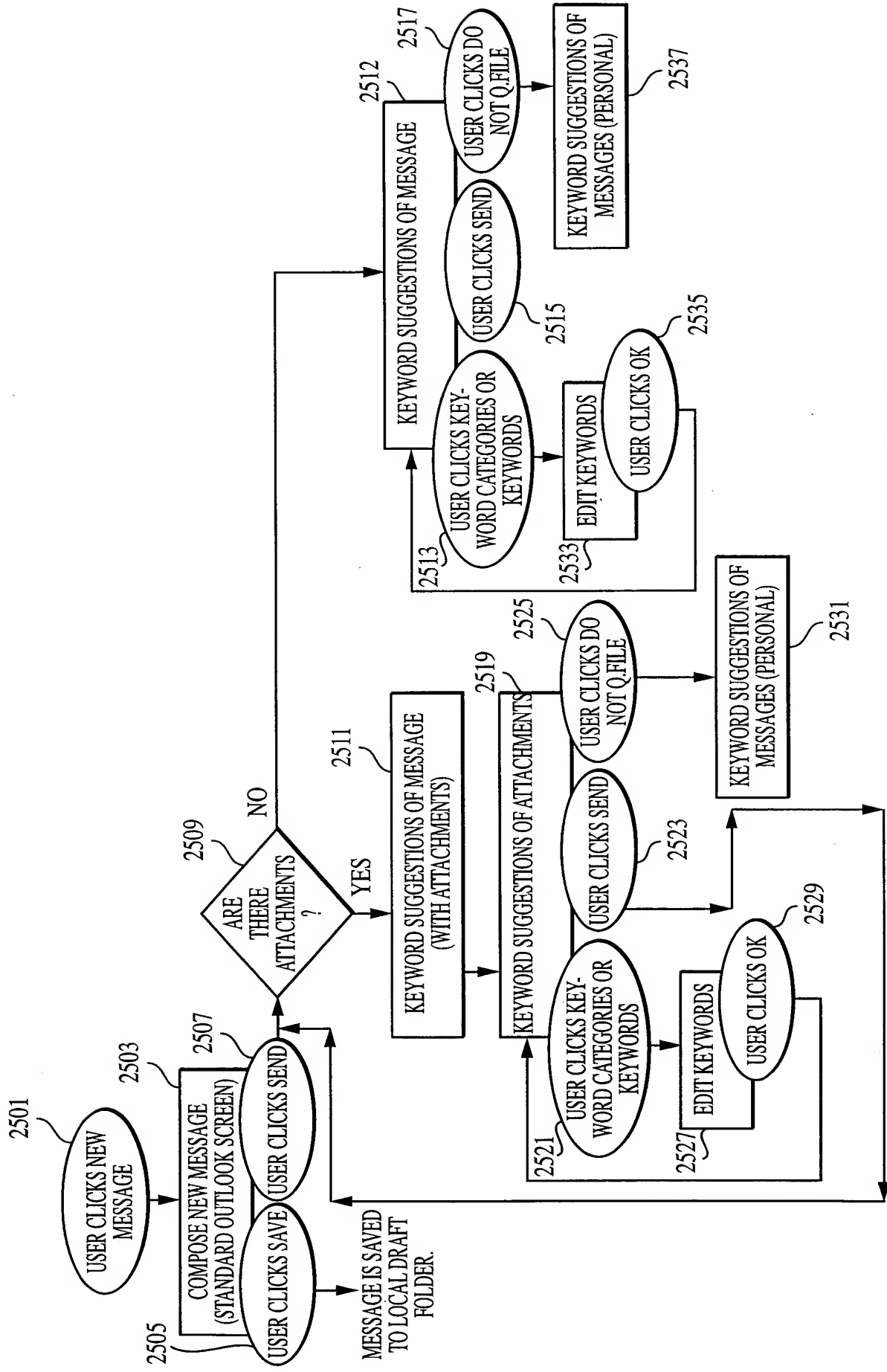


FIG. 25

2601

SEND EMAIL - <EMAIL SUBJECT>

?

✕

2603

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q.	0	NAME
Q 0	<input checked="" type="checkbox"/>	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 1
Q	<input checked="" type="checkbox"/>	ATTACHMENT NAME 2
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 3
?	<input checked="" type="checkbox"/>	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☐ DO NOT Q.FILE THIS MESSAGE

2605

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

②

2607

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PRODUCT: SUBROOT: KEYWORD  
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 26



SELECT KEYWORDS FROM LINKED Q PROJECTS KEYWORDS		2701 ↗
CURRENT KEYWORD SUMMARY FOR SPAM:		
<p>ACTIVITIES: DELIVERABLES.MESSAGES CHRIS.FOOTBALL DA.BOMB.MASTER BLASTER QA.HOLA QA.MESSAGE QA.YO</p> <p>PEOPLE:</p> <p>PLACES:</p> <p>PRODUCTS:</p> <p>TIME:</p>		2705
LINKED Q.PROJECTS	Q.PROJECT KEYWORDS	
<p>EMAIL TEST PROJECT</p> <p>ACTIVITIES, CLIENT MANAGEMENT</p> <p>59064892-DA9F-4A06-901D01DC03D63A80</p> <p>7/8/2003 9:52:47 AM</p> <p>ACTIVE PENDING</p>		2703
<input checked="" type="checkbox"/> SELECT THESE KEYWORDS		
<p>ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT</p> <p>PEOPLE: CLIENTS.SLX</p> <p>PLACES: EUROPE.GERMANY</p> <p>PRODUCTS: PRODUCT TYPE.TEST</p> <p>TIME:</p>		
<input type="button" value="ADD TO SUMMARY KEYWORDS"/> <input type="button" value="REPLACE SUMMARY KEYWORDS"/> <input type="button" value="CANCEL"/>		

FIG. 27

2801

2803

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q	0	D	NAME
Q	0	✕	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	--	✕	ATTACHMENT NAME 1
Q	--	✕	ATTACHMENT NAME 2
?	--	✕	ATTACHMENT NAME 3
?	--	✕	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 ☒ DO NOT Q.FILE THIS MESSAGE

THIS MESSAGE AND ITS ATTACHMENTS WILL NOT BE Q.FILED.

RESET TO ORIGINAL SUGGESTIONS

SEND

CANCEL

FIG. 28

SEND EMAIL - <EMAIL SUBJECT>

?

✕

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ②

Q. ⑥

NAME

+

✕

SUBJECT LOREM IPSUM DOLOR SIT AMIT

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.
 

☐ DO NOT Q.FILE THIS MESSAGE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

②

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJECT\_NAME\_20CHARAC...

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

<

>

RESET TO ORIGINAL SUGGESTIONS

Q.FILE AND SEND

CANCEL

FIG. 29

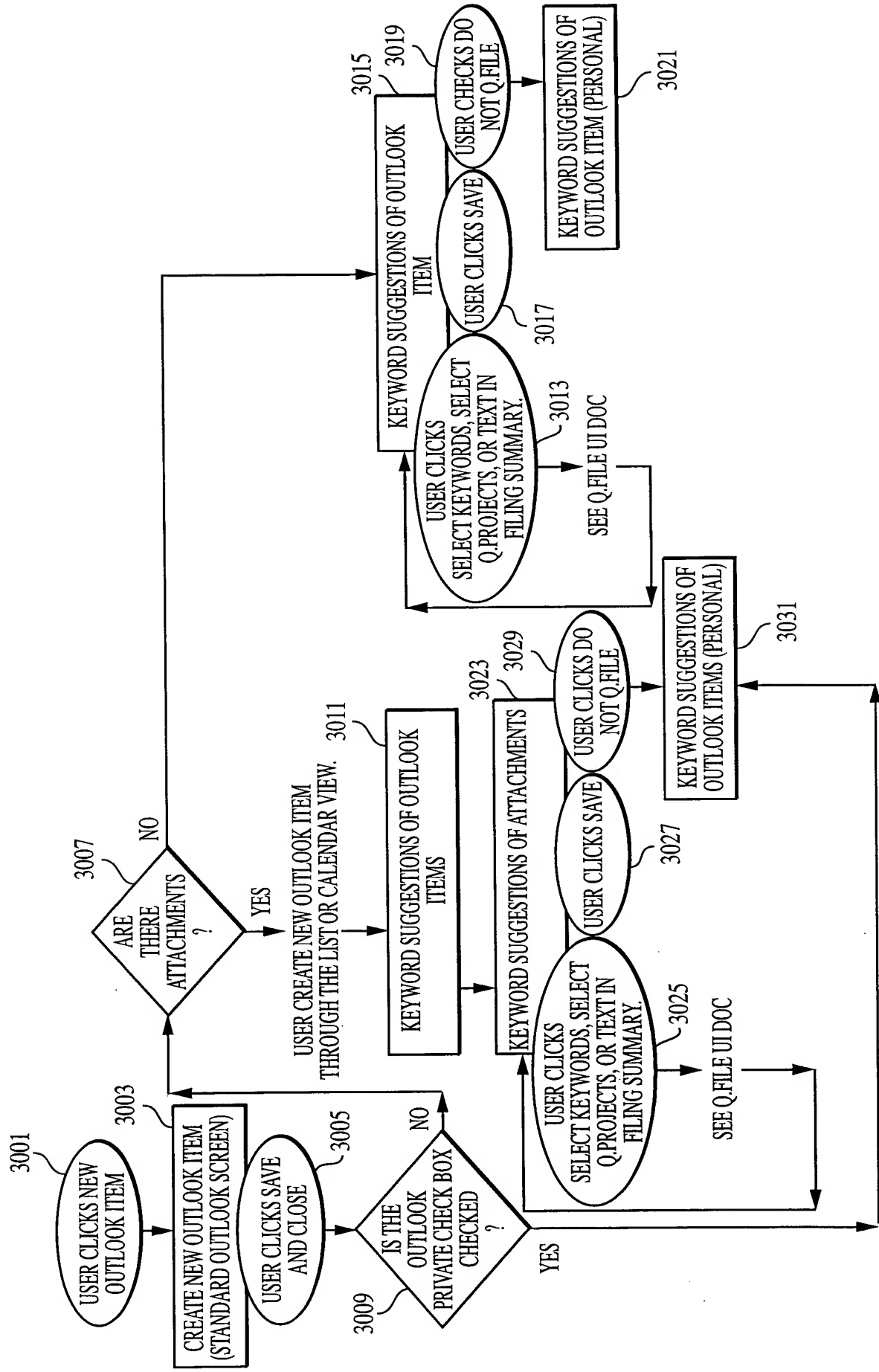


FIG. 30

**SAVE <OUTLOOK ITEM TYPE> - <ITEM NAME>**

**PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS.**

Q.	NAME
Q	FIRST LASTNAME
?	ATTACHMENT NAME 1
Q	ATTACHMENT NAME 2
?	ATTACHMENT NAME 3
	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS ITEM.      ☐ DO NOT Q.FILE THIS <OUTLOOK ITEM>

**PREVIEW**

**SELECT Q.PROJECTS...**

**SELECT KEYWORDS...**

**SELECT KEYWORD SET**

**ADD**

**Q.FILE LIKE...**

**Q.FILE DETAILS**

**FILING SUMMARY**

**LINKED Q.PROJECTS: PROJECT NAME**

**ACTIVITY:** SUBROOT: KEYWORD, SUBROOT: KEYWORD  
**PEOPLE:** SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO  
**PRODUCT:** SUBROOT: KEYWORD  
**PLACE:** SUBROOT: KEYWORD, SUBROOT: KEYWORD  
**TIME:** SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

**RESET TO ORIGINAL SUGGESTIONS**      **Q.FILE**      **CANCEL**

FIG. 31

3201
3207
3203

SELECT KEYWORDS FROM LINKED Q.PROJECTS KEYWORDS

CURRENT KEYWORD SUMMARY FOR TEST MEETING.MSG:

☒
  
☐

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

EMAIL TEST WITH ATTACHED

ACTIVITIES.CLIENT MANAGEMENT

84553FE4-4805-49DF-B5D2-8194377234CC

7/9/2002 3:43:31 PM

ACTIVE

☒ SELECT THESE KEYWORDS

ACTIVITIES: ACTIVITIES.CLIENT MANAGEMENT

PEOPLE: CLIENTS.AXA

PLACES: CORPORATE LOCATIONS.EUROPE

PRODUCTS:

TIME:

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 32

3301

?

×

Q

0

NAME

Q

0

☐
SUBJECT LOREM IPSUM DOLOR SIT AMIT

?

?

ATTACHMENT NAME 1

Q

?

ATTACHMENT NAME 2

?

?

ATTACHMENT NAME 3

?

?

ATTACHMENT NAME 4

3303

☒
DO NOT Q FILE THIS <OUTLOOK ITEM>

☒
GIVE UNFILED ATTACHMENTS THE SAME Q FILE INFORMATION AS ITEM.

RESET TO ORIGINAL SUGGESTIONS

SAVE

CANCEL

3309

THIS ITEM AND ITS ATTACHMENTS WILL NOT BE Q FILED, AND WILL BE SAVED TO OUR LOCAL MACHINE ONLY.

FIG. 33

3401

3405

3403

FIG. 34

3409

FIG. 34



3507

FIG. 35A

FIG. 35A

FIG. 35A

FIG. 35B

3505

3507

START TIME: TUESDAY 10/1/2002 2:00 PM

END TIME: TUESDAY 10/1/2002 2:30 PM

REMINDER: 15 MINUTES

ALL DAY EVENT

CONTACTS...

MEETING AGENDA

WEB CONTACT

FILE EDIT VIEW INSERT FAVORITES TOOLS ACTIONS HELP

SAVE AND CLOSE

DO NOT Q. FILE THIS TASK

GENERAL DETAILS ACTIVITIES CERTIFICATES ALL FIELDS

FULL NAME

JOB TITLES

COMPANY

FILE AS:

ADDRESS...

BUSINESS

FIRST LASTNAME

SALES REP

COMPANY NAME

LASTNAME, FIRST

BUSINESS

HOME

BUSINESS FAX

MOBILE

EMAIL

DISPLAY

LASTNAME@COMPANY.COM

FIRST LASTNAME(LASTNAME@COMPANY.COM)

THIS IS THE MAILING ADDRESS

DO NOT Q. FILE THIS TASK

CONTACTS...

CATEGORIES...

PRIVATE

FIG. 35B



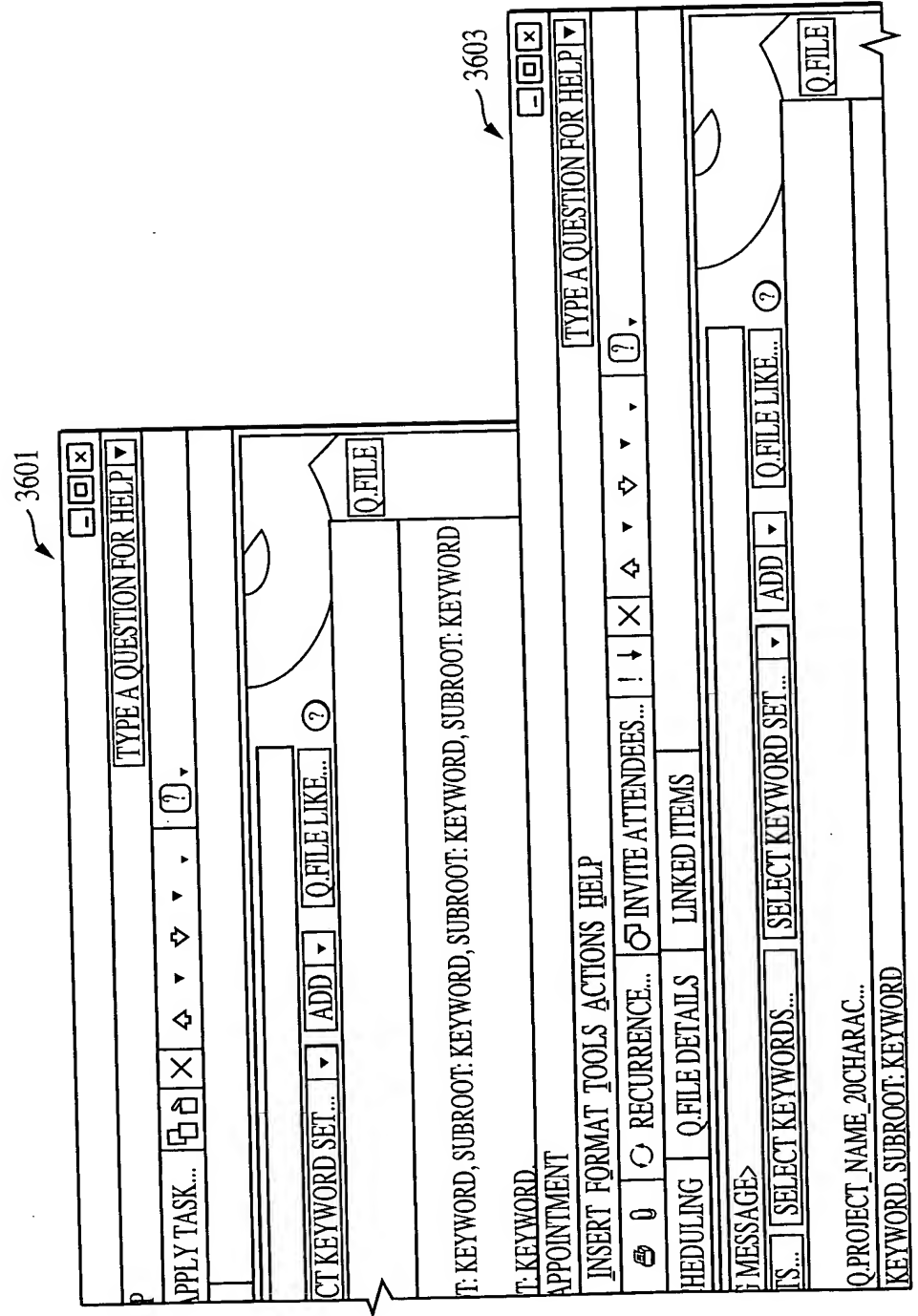


FIG. 36B

3607	PEOPLE: SUBROOT:	<div>▼</div>	
	PRODUCT: SUBROOT:		
	PLACE: SUBROOT:		
	TIME: SUBROOT:		

FIG. 36C

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FILE

EDIT

VIEW

INSERT

FORMAT

TOOLS

ACTIONS

HELP

TYPE A QUESTION FOR HELP

Q. FILE

SAVE AND CLOSE

0

◇

○

▽

GENERAL

DETAILS

ACTIVITIES

CERTIFICATES

ALL FIELDS

Q. FILE DETAILS

LINKED ITEMS

Q. KNOW FILING MESSAGE

SELECT Q. PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET...

ADD

Q. FILE LIKE...

FILING SUMMARY

LINKED Q. PROJECTS: Q. PROJECT\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FIG. 36D



3801

☒ Q.FILE AND SEND <MESSAGE SUBJECT>

PLEASE CONFIRM THE SUGGESTED KEYWORDS FOR THE ATTACHMENTS. ⓘ

Q.	<input type="checkbox"/>	NAME
Q	<input checked="" type="checkbox"/>	SUBJECT LOREM IPSUM DOLOR SIT AMIT
?	<input type="checkbox"/>	ATTACHMENT NAME 1
Q	<input type="checkbox"/>	ATTACHMENT NAME 2
?	<input type="checkbox"/>	ATTACHMENT NAME 3
?	<input type="checkbox"/>	ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS THEIR MESSAGE.
 

DO NOT Q.FILE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...
 SELECT KEYWORDS...
 SELECT KEYWORD SET
 ADD
 Q.FILE LIKE... ⓘ

FILING SUMMARY  
 LINKED Q.PROJECTS: Q.PROJ\_NAME\_20CHARAC...
 ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PRODUCT: SUBROOT: KEYWORD  
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS
 Q.FILE AND SEND
 CANCEL

FIG. 38

3811





Q.FILE <ITEM NAME>

Q. Q NAME

Q ? SUBJECT LOREM IPSUM DOLOR SIT AMIT

Q ? ATTACHMENT NAME 1

Q ? ATTACHMENT NAME 2

Q ? ATTACHMENT NAME 3

Q ? ATTACHMENT NAME 4

☒ GIVE UNFILED ATTACHMENTS THE SAME Q.FILE INFORMATION AS <ITEM TYPE>

DO NOT Q.FILE

PREVIEW

Q.FILE DETAILS

SELECT Q.PROJECTS...

SELECT KEYWORDS...

SELECT KEYWORD SET

ADD

Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

RESET TO ORIGINAL SUGGESTIONS

Q.FILE

CANCEL

FIG. 40

4103

4107

4109

4110

4111

Q. Q. FILE MULTIPLE ITEMS

APPLY THE SAME Q. FILE INFORMATION TO EACH ITEM.

☐ NAME

PPT.PPT

DOC.DOC

☐ ADD Q. FILE INFORMATION TO EACH ITEM. ☐ REPLACE Q. FILE INFORMATION FOR EACH ITEM.

SELECT Q. PROJECTS...

SELECT KEYWORDS...

SELECT Q. SET

Q. FILE LIKE...

ADD

FILING SUMMARY

LINKED Q. PROJECTS:

ACTIVITIES:

PEOPLE:

PLACES:

PRODUCTS:

TIME:

Q. FILE

CANCEL

FIG. 41

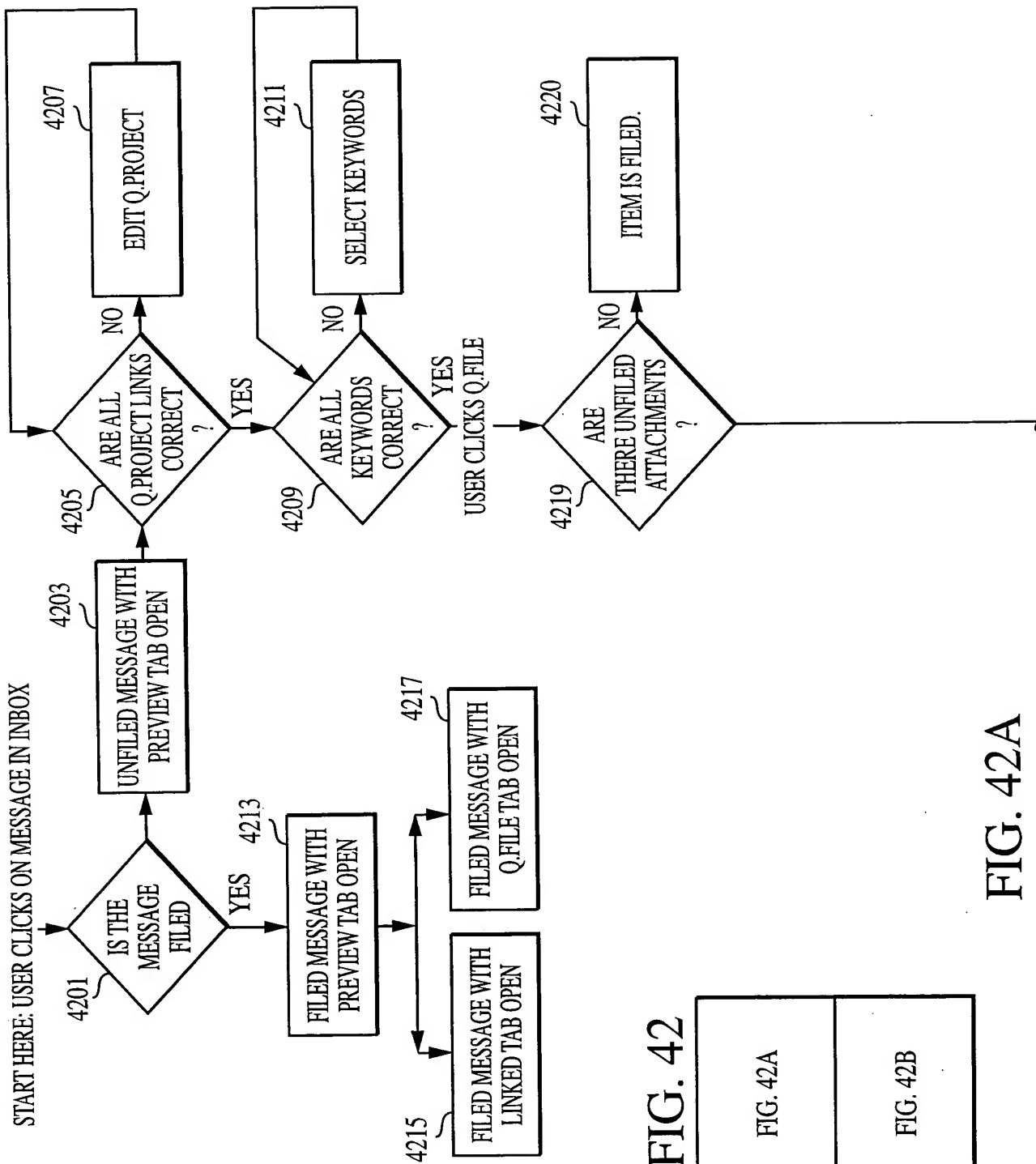


FIG. 42

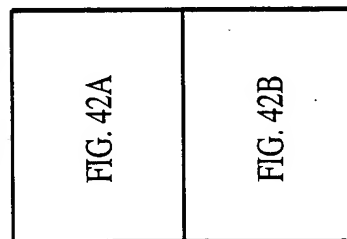


FIG. 42A

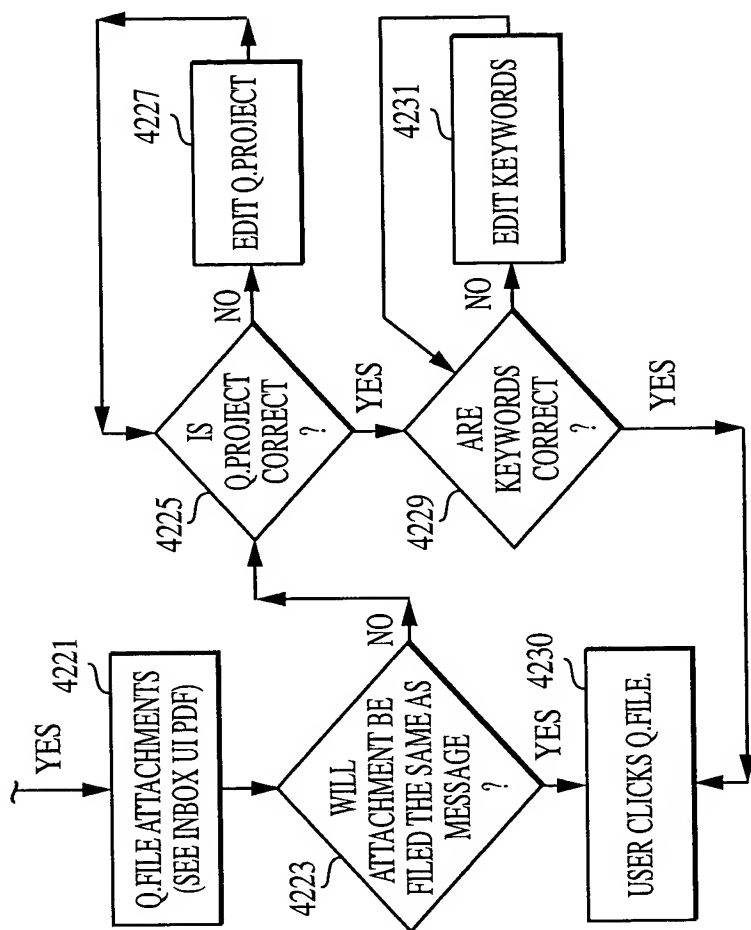


FIG. 42B

4301

INBOX - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

SET REMINDER

FIND SIMILAR

PROJECT ACTIONS

Q KNOW HELP

BACK

INBOX

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

PREVIEW

Q FILE DETAILS

LINKED ITEMS

DO NOT Q FILE THIS MESSAGE

Q KNOW FILING MESSAGE

SELECT Q PROJECTS

SELECT KEYWORDS

SELECT KEYWORD SET

ADD

Q FILE LIKE

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ\_NAME 20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

7 ITEMS

SEND/RECEIVE STATUS 0%

4305

4307

FIG. 43

4401

4403

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

☐ DO NOT Q.FILE THIS MESSAGE

☐ LEAVE A COPY OF THIS MESSAGE IN MY INBOX

① <Q.KNOW FILING MESSAGE>

SELECT Q.PROJECTS... | SELECT KEYWORDS... | SELECT KEYWORD SET... | ADD | Q.FILE LIKE... ?

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

Q.FILE

4405

FIG. 44

4501

4509

4507

4511

4505

4504

4502

4503

SELECT Q.FILE KEYWORDS (<ITEM NAME>)

SELECT KEYWORDS TO USE IN THE FILING SUMMARY OF THIS ITEM. ②

KEYWORD SUMMARY [CLEAR ALL]

ACTIVITY: SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
PEOPLE: SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
PRODUCT: SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
SUBROOT: KEYWORD

SELECT KEYWORD SET

ADD

LOOK UP KEYWORD: COM

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING  
MARKETING: MARCOM  
PEOPLE: COMPETITION  
STORAGE: COMPRESSION  
ADD "COM" TO KEYWORD LIST

Q.FILE

USE THESE KEYWORDS

CANCEL

FIG. 45



4601
4605

SELECT LINKED Q.PROJECT (<ITEM NAME>)

TO LINK <FILE NAME> TO A PROJECT, SELECT KEYWORDS TO SEARCH BY: ⑦

Q.PROJECT FIND ③ ④ ⑤

FIND USING... ⑦

KEYWORDS PROJECT PROPERTIES DATE RANGE

SELECT KEYWORD SET ▾ ADD ▾ LOOK UP KEYWORD: COM LOOK UP

Q.PROJECT FIND

CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
SUBROOT: KEYWORD  
SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD  
SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

INCLUDE: ALL ITEMS ▾

KEYWORD MATCHES FOR "COM" X

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

SHOW ME: TYPE: ALL ITEMS ▾ STATUS: ALL STATUSES ▾

OWNER	PROJECT TYPE	PROJECT #	PROJECT NAME	LAST MODIFIED ▾	STATUS
<input type="checkbox"/> MORRIS WALTON	SUBMISSION	F2475438-5E1A-...	NY POST-EO-TTY-UW-YR2003	TUE, 9/10/2002	PENDING
<input type="checkbox"/> CAROL WEATHERBY	SUBMISSION	F9475438-5E1A-...	EXXON MOBILE-AUTO-XOL-UW-YR2003	MON, 9/9/2002	PENDING
<input type="checkbox"/> BRENDON RUBYSTOCK	RENEWAL	F9475438-5E1A-...	SCANDIA-XOL-UW-YR2003	FRI 9/13/2002	PENDING
<input checked="" type="checkbox"/> SAM FIRPHMAN	SUBMISSION	F2475438-5E1A-...	AMERICAN AIR-AVIATION-XOL-UW-YR2003	WED, 9/4/2002	PENDING
<input type="checkbox"/> MELISSA SMALL	ENDORSEMENT	F9475438-5E1A-...	BOEING-AVIATION-XOL-UW-YR2003	TUE, 8/27/2002	PENDING
<input type="checkbox"/> JASON KIRK	SUBMISSION	F9475438-5E1A-...	PRUDENTIAL-PROPERTY-XOL-UW-YR2003	TUE, 8/27/2002	PENDING

LINK TO SELECTED

CANCEL

FIG. 46

4602

4603

**FIG. 47**



**Q.FILE USING THESE KEYWORDS (<ITEM NAME>)**

TO FILE <FILE NAME> LIKE ANOTHER ITEM, SELECT KEYWORDS TO SEARCH BY. ?

---

**BASIC Q.FIND    Ⓢ   Ⓕ   Ⓖ**

SHOW: ▾	ALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	DATE RANGE:	ENTIRE RANGE ▾	DATE MODIFIED ▾	SIZE
<input type="checkbox"/> 0	CHECKED OUT BY	NAME							
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECUTATUER						MON 6/3/2002 12:00PM	3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMETT, SED DIAM NONUMMY						FRI 5/31/2002 12:00PM	5 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES						FRI 5/31/2002 12:00PM	2 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES						THU 5/30/2002 12:00PM	7 K
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIC ES						WED 5/29/2002 12:00PM	2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY						MON 3/3/2002 12:00PM	80 KB

☐ <Q.KNOW FILING MESSAGE>

---

**FILING SUMMARY**

**LINKED Q.PROJECTS: PROJECT NAME**

ACTIVITY:	SUBROOT: KEYWORD, SUBROOT: KEYWORD
PEOPLE:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO
PRODUCT:	SUBROOT: KEYWORD
PLACE:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD
TIME:	SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBRO

FIG. 49

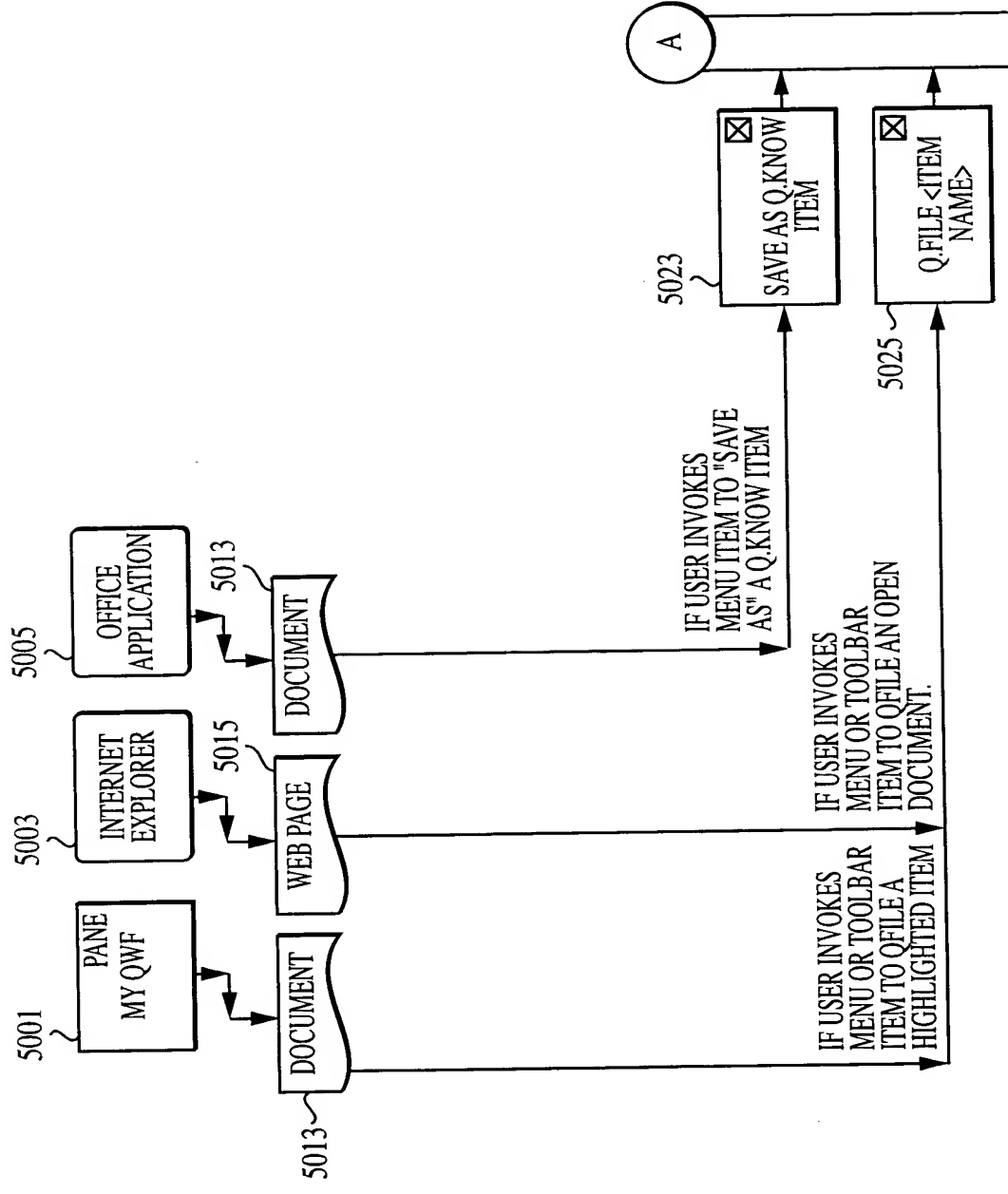


FIG. 50A

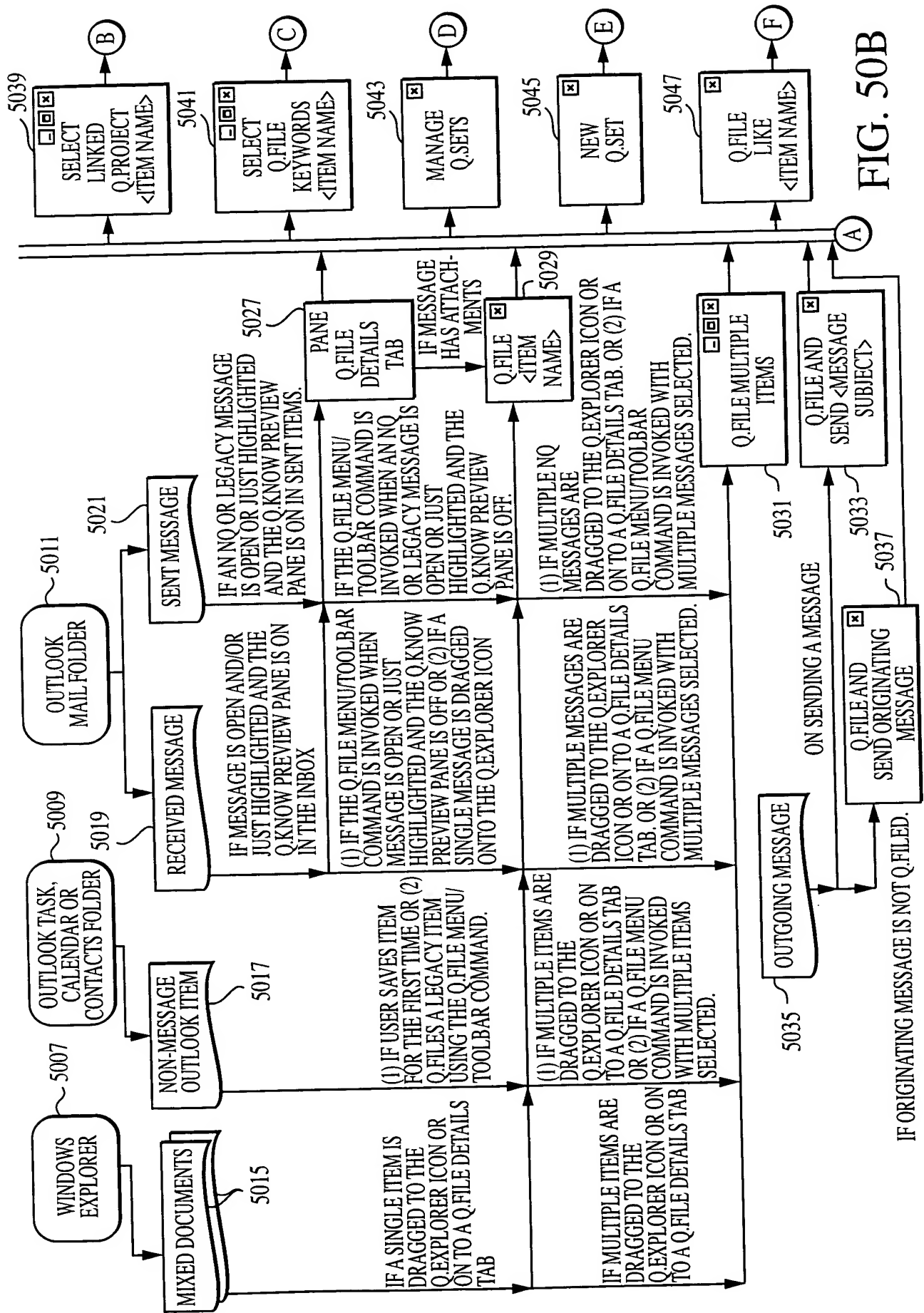
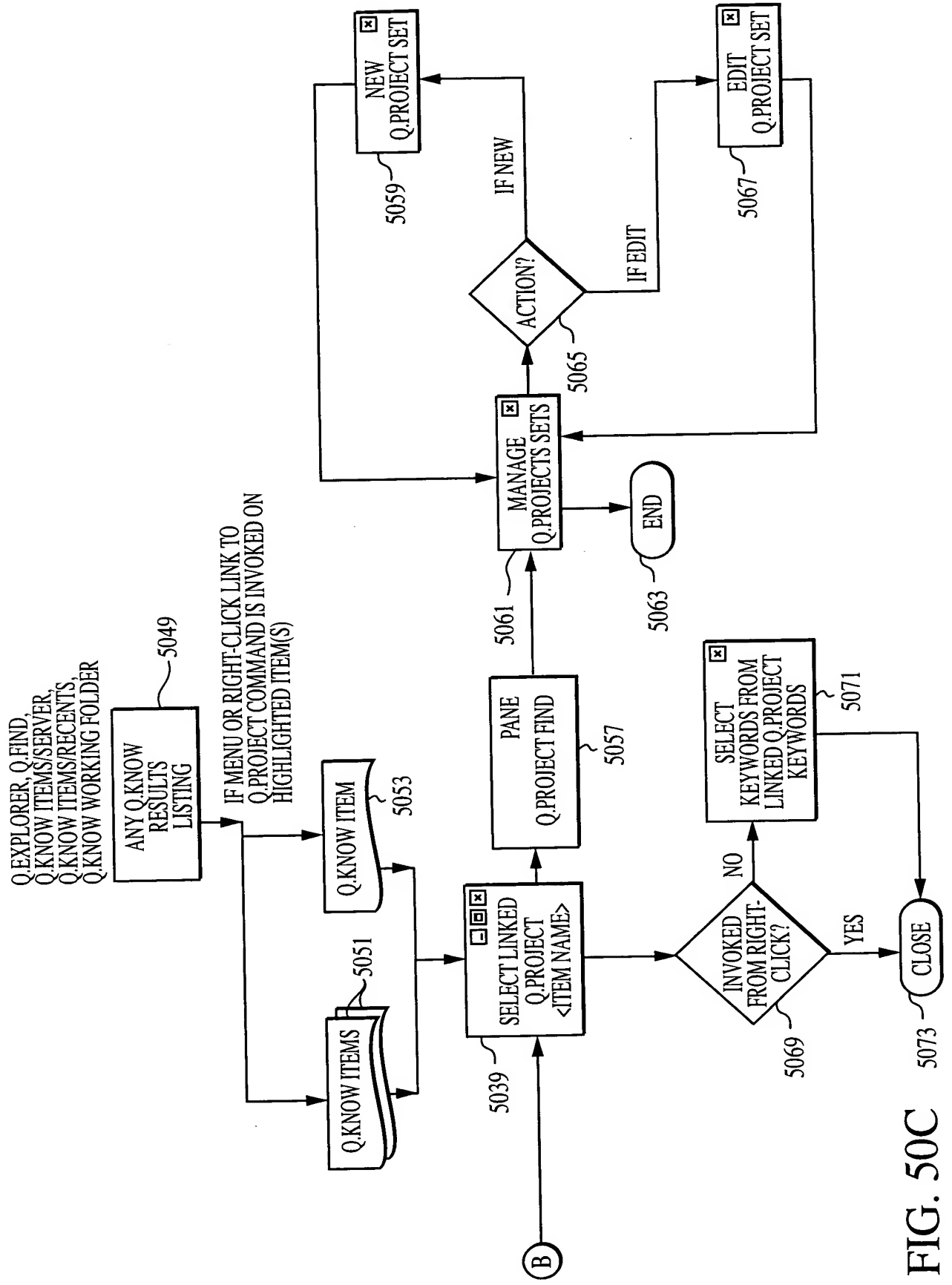


FIG. 50B



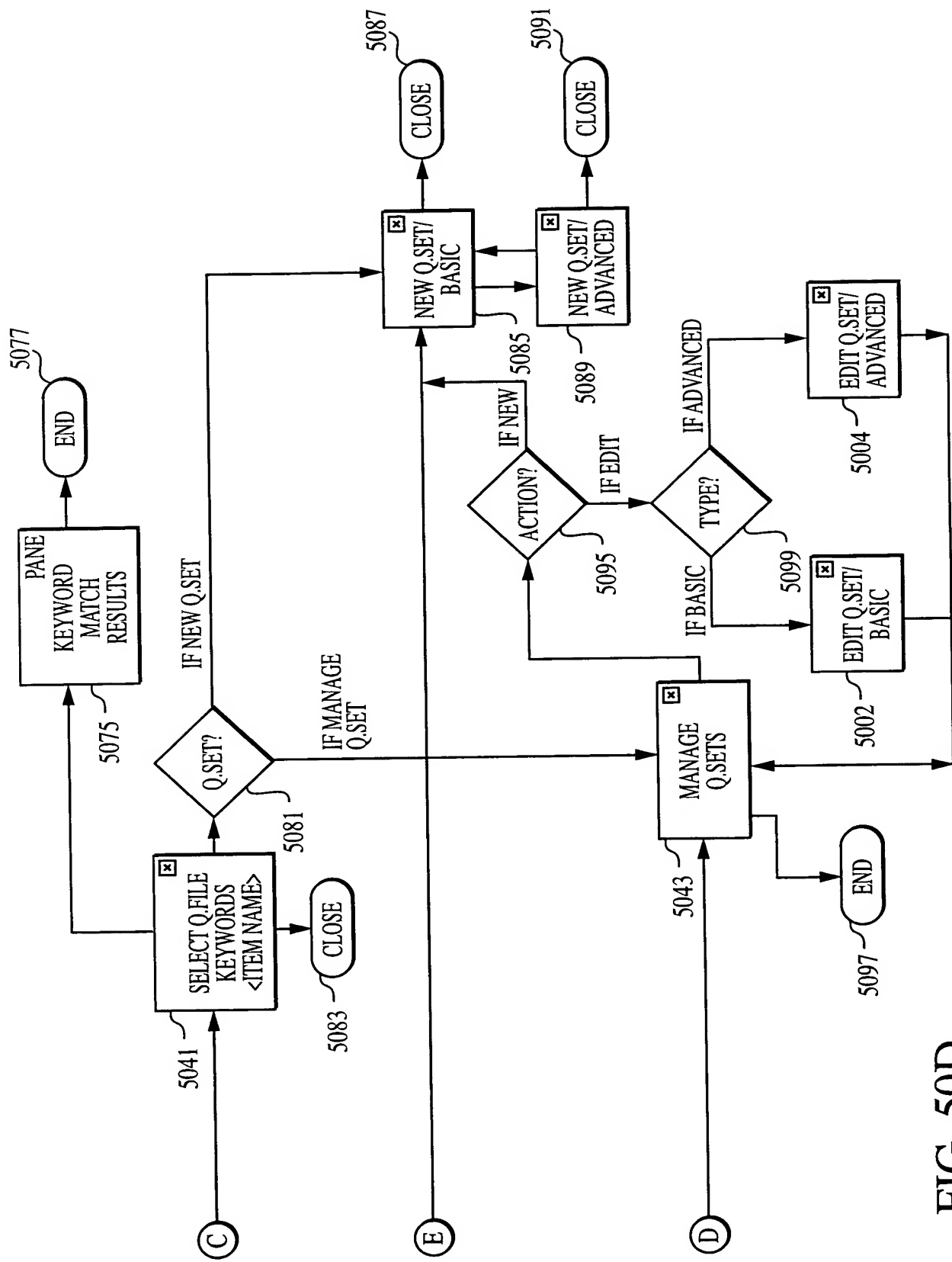


FIG. 50D



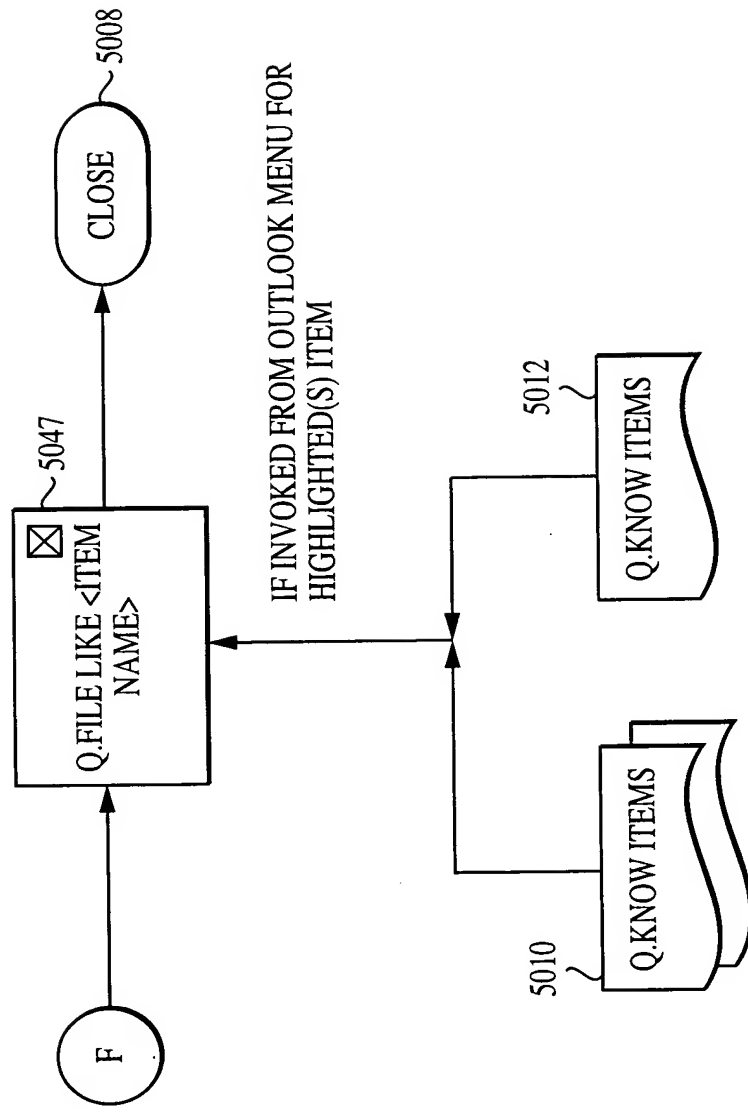


FIG. 50E

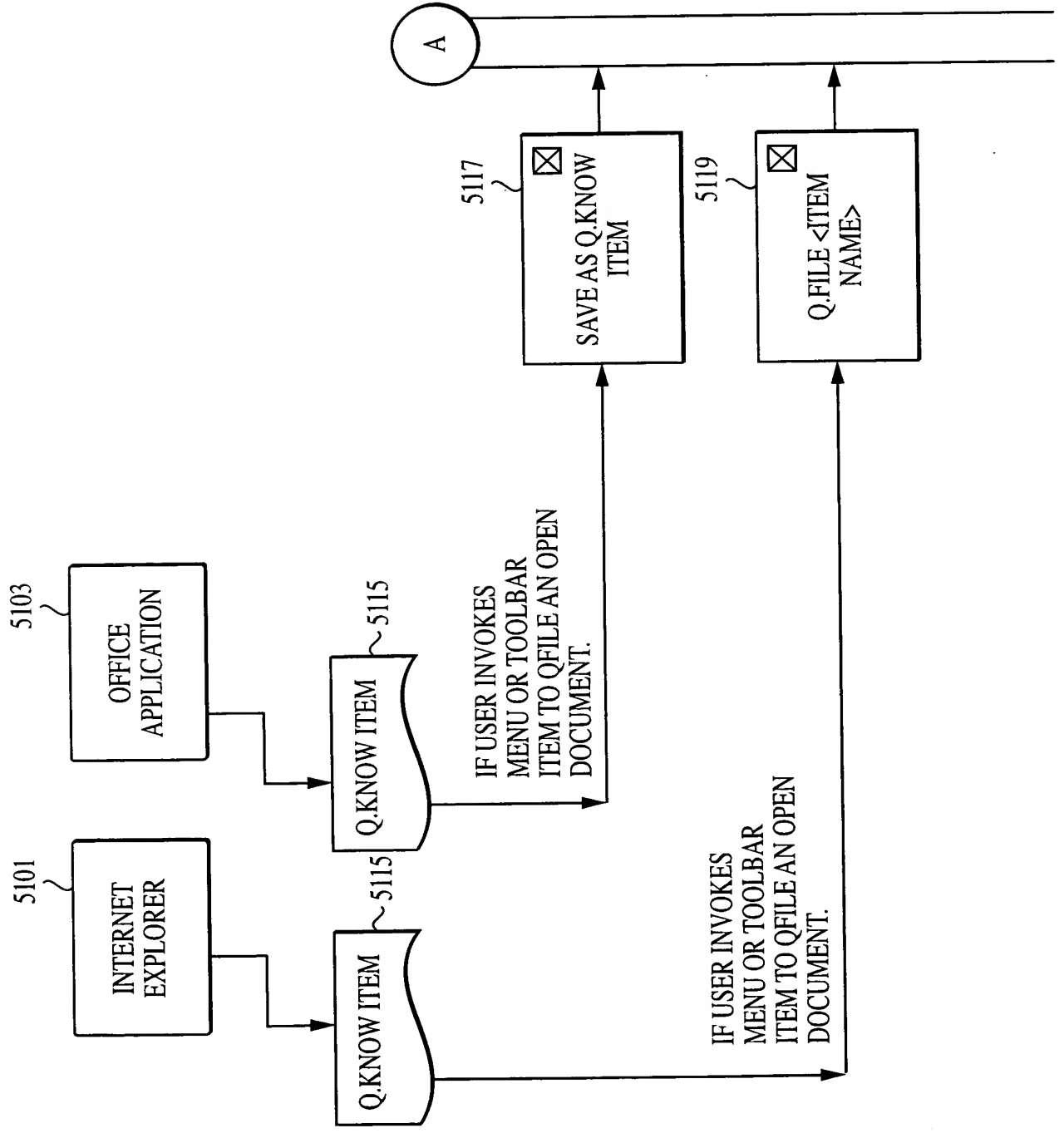
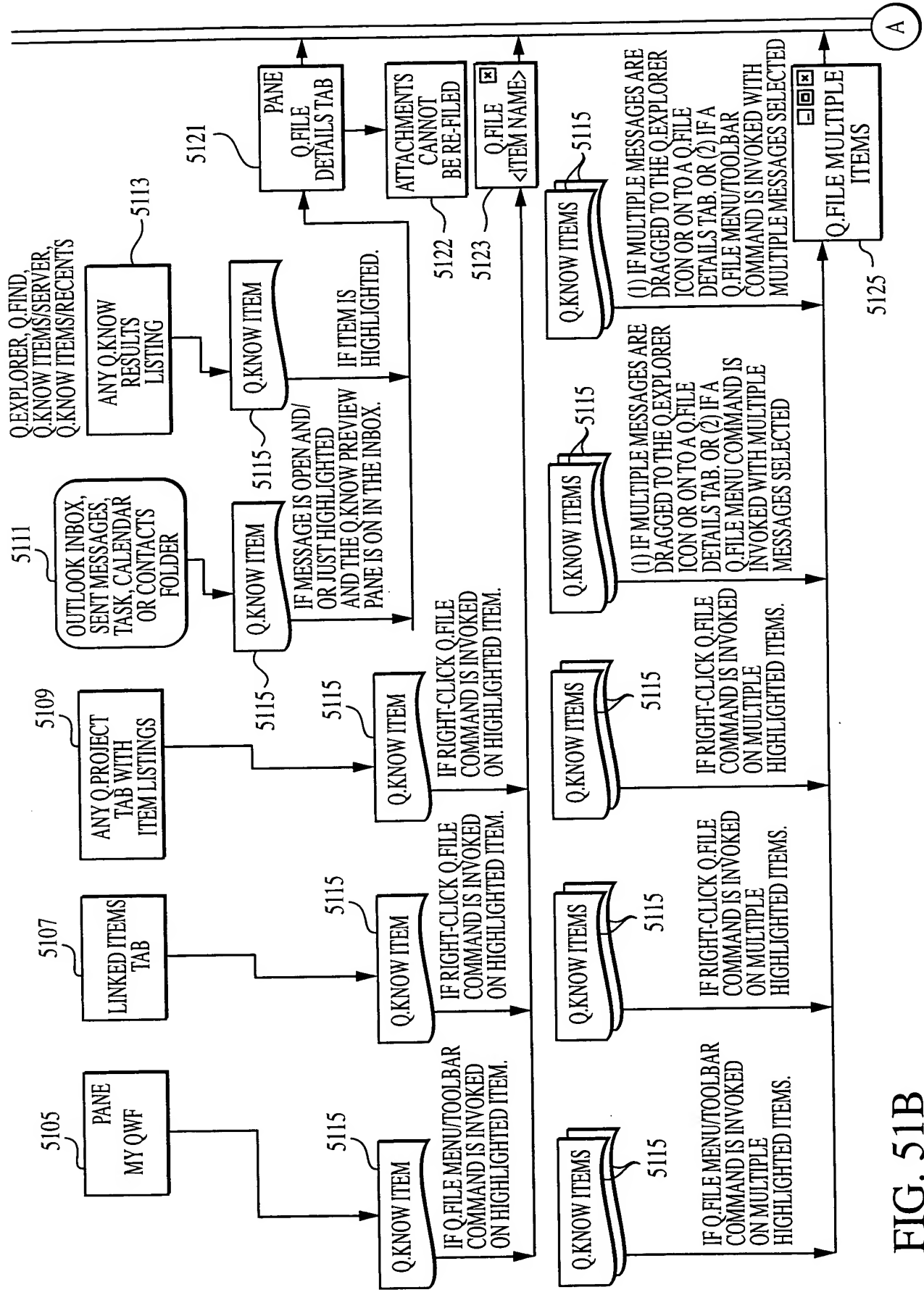


FIG. 51A



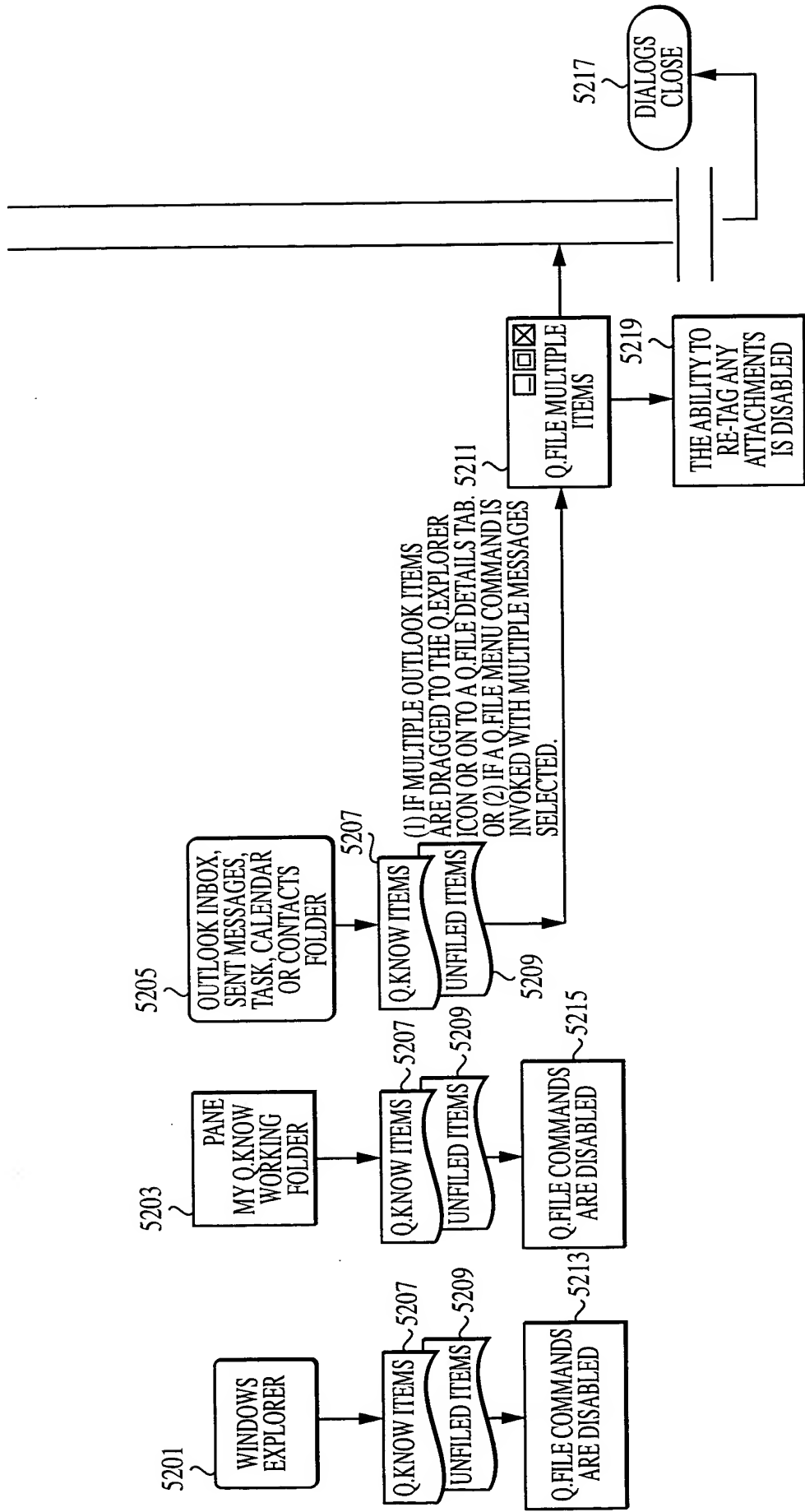


FIG. 52

5301

5303

5305

5315

5307

5309

FIG. 53

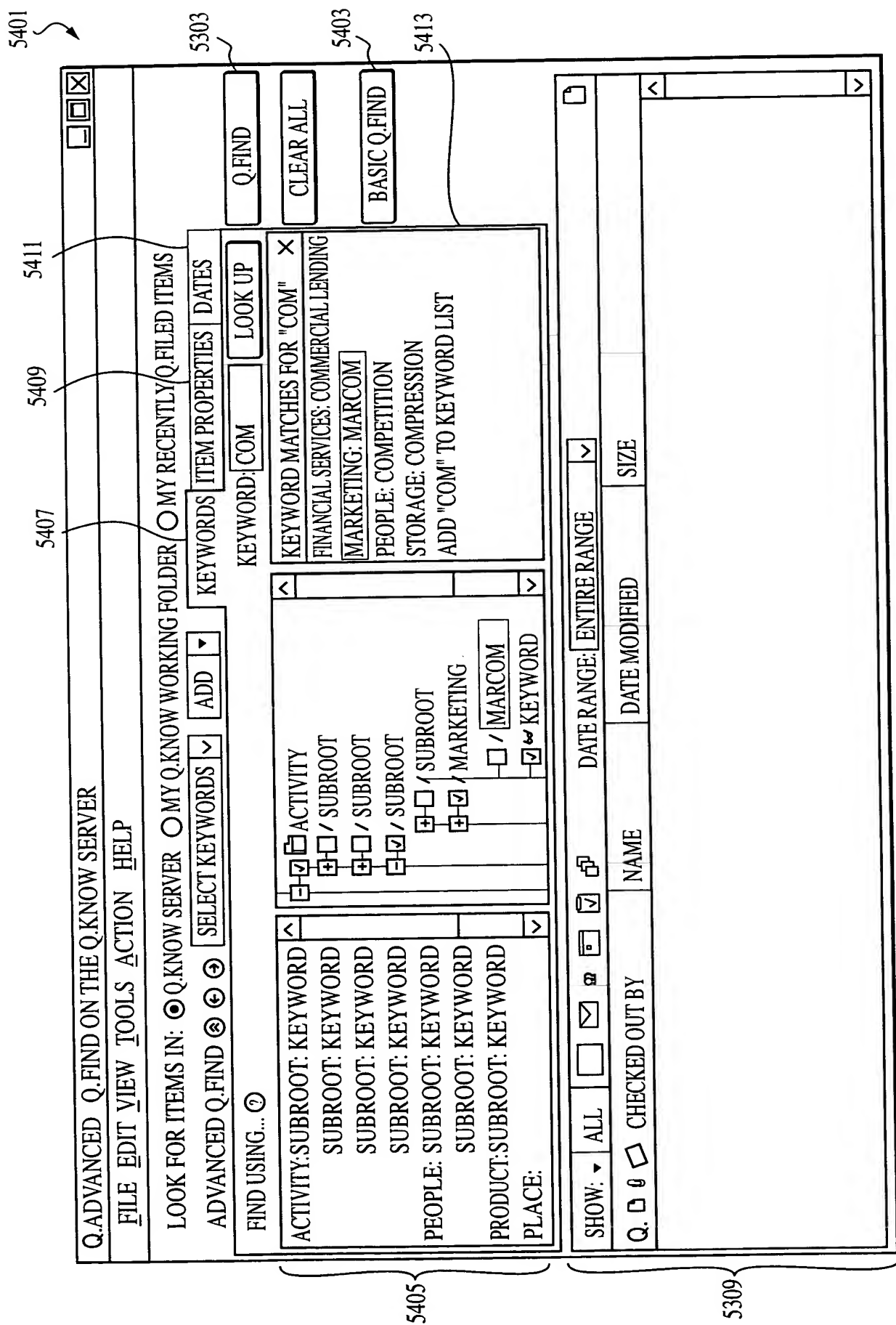


FIG. 54

5501

Q. MY Q.KNOW WORKING FOLDER

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q.KNOW SERVER Q.KNOW WORKING FOLDER MY RECENTLY Q.FILED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

NAME	SIZE	TYPE	DATE MODIFIED	CURRENT VERSION	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	7 KB	MICROSOFT EXCEL WORKSHEET	THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPSCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENT A

5511

5509

5503

FIG. 55

5507

5601

Q MY RECENTLY Q FILED ITEMS

FILE EDIT VIEW TOOLS ACTION HELP

LOOK FOR ITEMS IN: Q KNOW SERVER Q MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

SENT RECENT ITEMS: ALL

SHOW: ALL

DATE RANGE: LAST 30 DAYS

Q NAME	SIZE	TYPE	DATE MODIFIED	CHECKED OUT BY
LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	Y MON 6/3/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	Y FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 KB	MICROSOFT EXCEL WORKSHEET	Y THU 5/30/2002 12:00PM	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 KB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	FIRST LASTNAME

PREVIEW

Q FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

5611

5609

5503

FIG. 56

5607



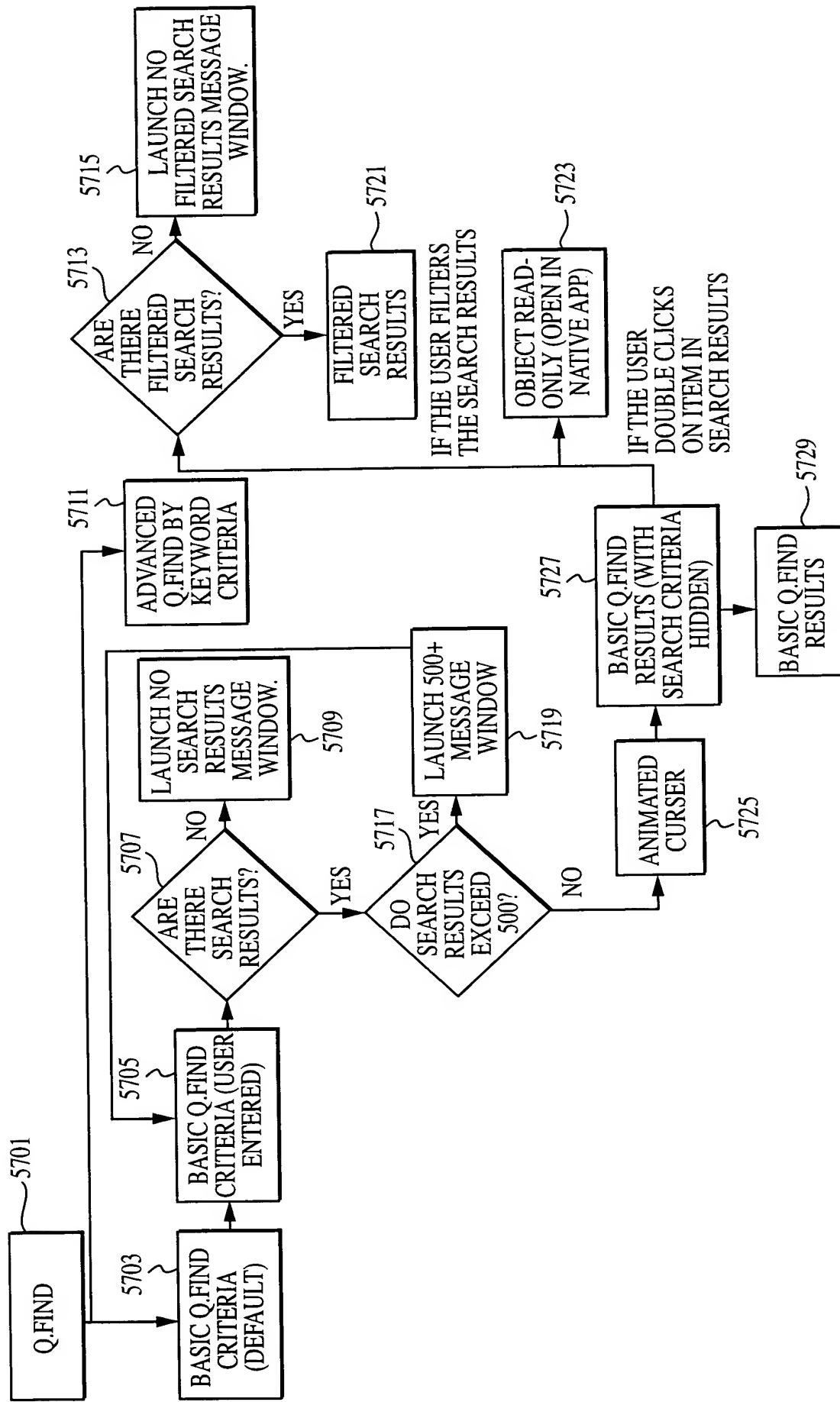


FIG. 57

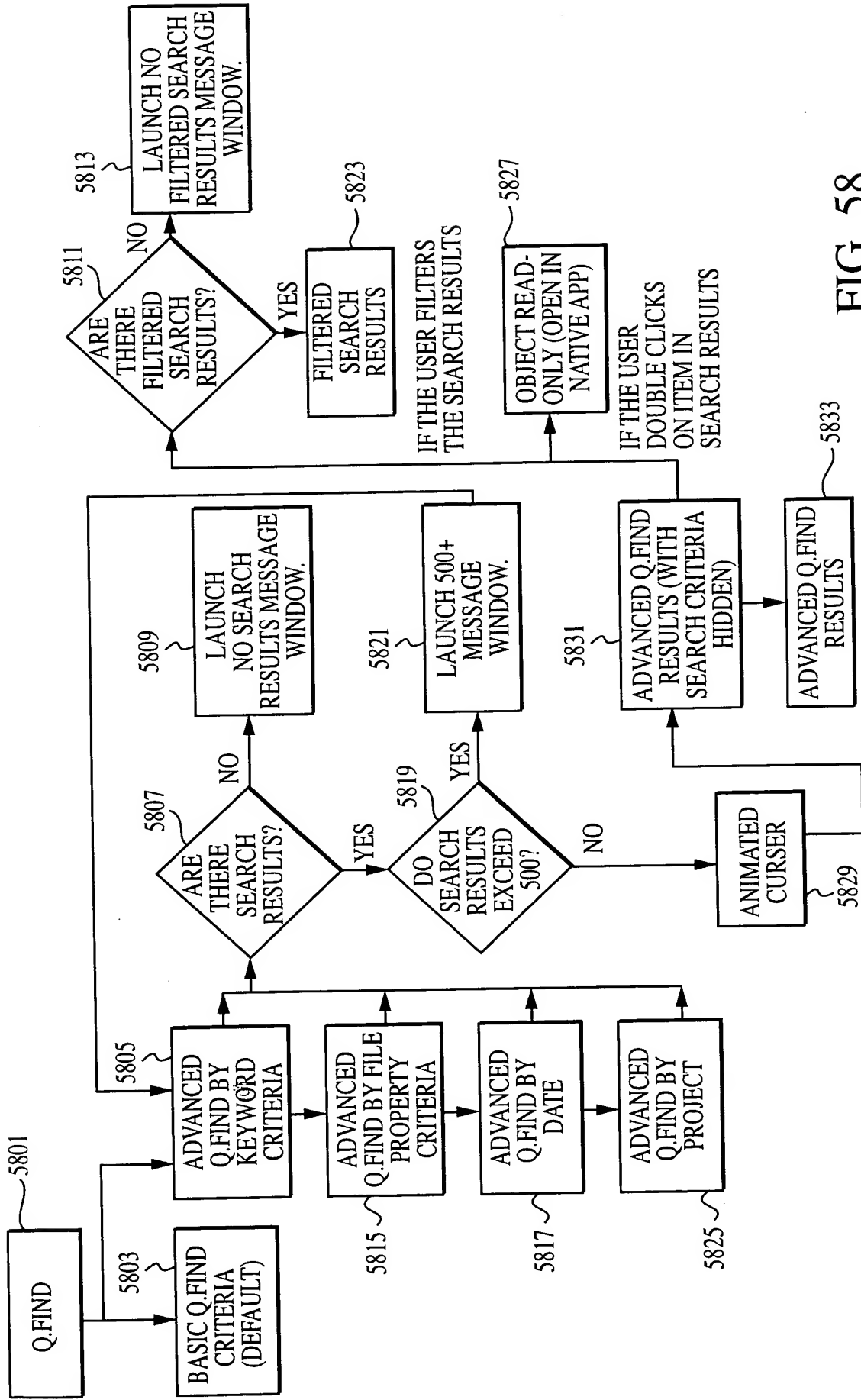


FIG. 58

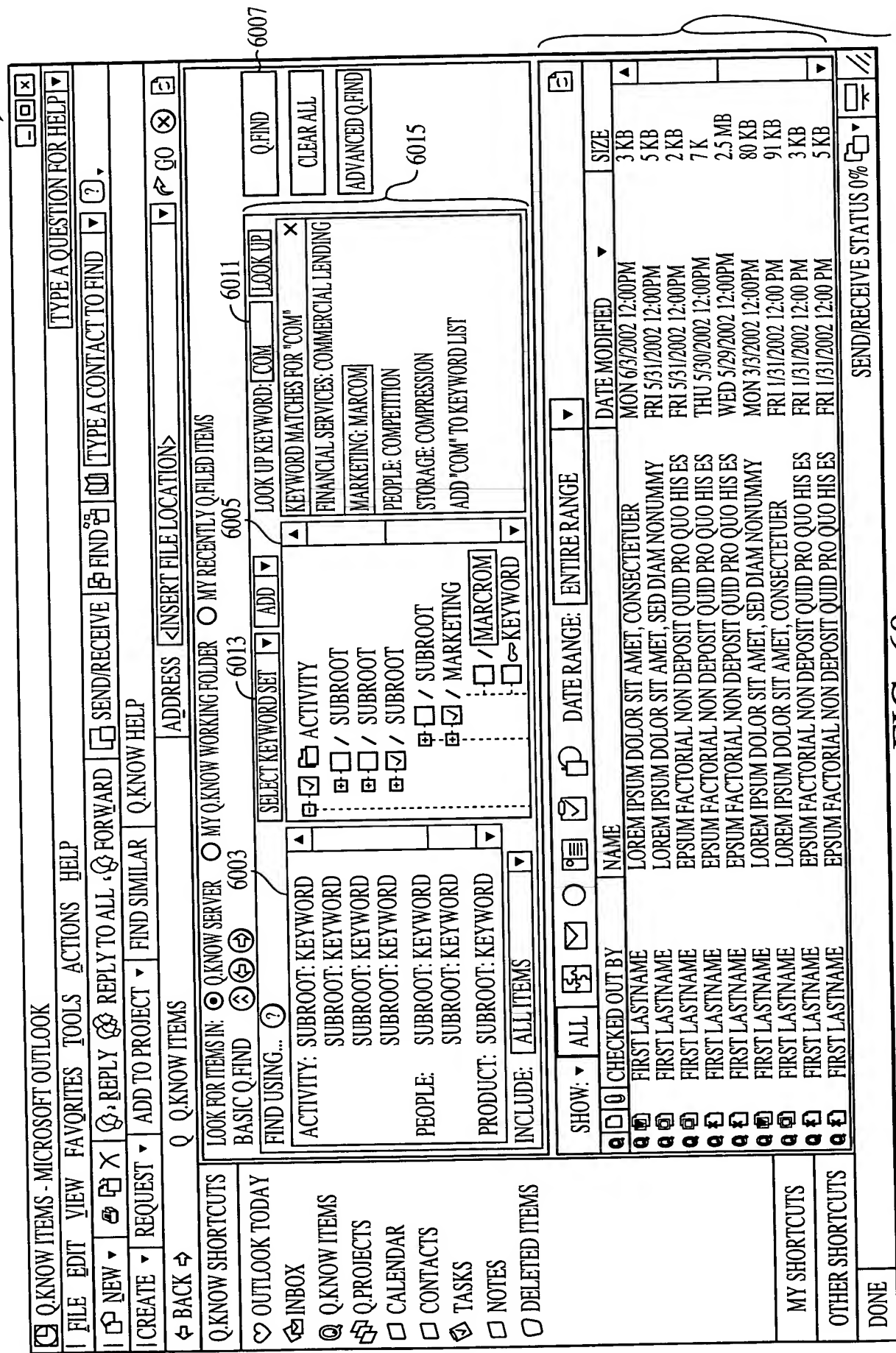
5901

Q.KNOW ITEMS - MICROSOFT OUTLOOK									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
NEW X Q, REPLY Q, REPLY TO ALL, Q, FORWARD Q, SEND/RECEIVE Q, FIND Q, TYPE A QUESTION FOR HELP, TYPE A CONTACT TO FIND, ?									
CREATE REQUEST ADD TO PROJECT FIND SIMILAR Q.KNOW HELP ADDRESS <INSERT FILE LOCATION> GO X									
Q Q.KNOW ITEMS									
LOOK FOR ITEMS IN: Q.KNOW SERVER O MY Q.KNOW WORKING FOLDER O MY RECENTLY Q.FILED ITEMS									
BASIC Q. FIND Q.FIND FIND USING... ? 5915 5903 SELECT KEYWORD SET ADD LOOK UP KEYWORD: LOOK UP ACTIVITY: 5905 ~ PEOPLE: Q, ACTIVITY Q, PEOPLE Q, PRODUCT Q, PLACE Q, TIME Q INCLUDE: ALL ITEMS									
OUTLOOK TODAY INBOX Q.KNOW ITEMS Q.PROJECTS CALENDAR CONTACTS TASKS NOTES DELETED ITEMS									
SHOW: ALL ALL DATE RANGE: ENTIRE RANGE CHECKED OUT BY NAME DATE MODIFIED SIZE									
MY SHORTCUTS OTHER SHORTCUTS DONE									
SEND/RECEIVE STATUS 0%									

FIG. 59

5909

5907



**FIG. 60**

6009

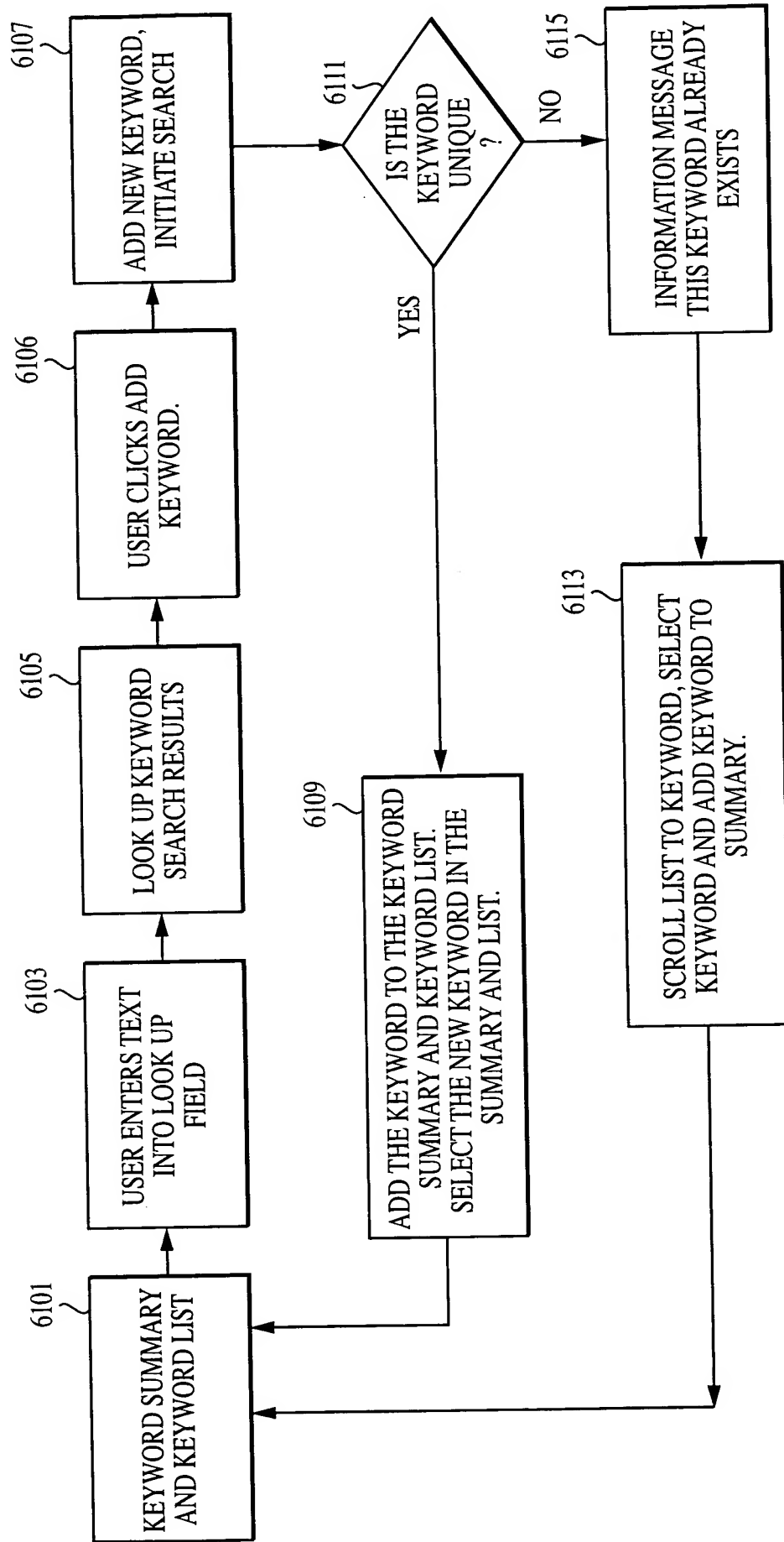


FIG. 61

6201

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

?

ICREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

X

E

Q KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

BASIC Q FIND

SHOW: ALL

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

Q KNOW FILING MESSAGE

SELECT Q PROJECTS

SELECT KEYWORDS

SELECT KEYWORD SET

ADD

Q FILE LIKE

?

FILING SUMMARY

LINKED Q PROJECTS: Q PROJ\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

Q FILE

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

6205

6207

FIG. 62

<b>Q KNOW ITEMS - MICROSOFT OUTLOOK</b>									
<b>FILE</b>	<b>EDIT</b>	<b>VIEW</b>	<b>FAVORITES</b>	<b>TOOLS</b>	<b>ACTIONS</b>	<b>HELP</b>			
<b>NEW</b>	<b>REPLY</b>	<b>REPLY TO ALL</b>	<b>FORWARD</b>	<b>SEND/RECEIVE</b>	<b>FIND</b>	<b>TYPE A QUESTION FOR HELP</b>			
<b>CREATE</b>	<b>REQUEST</b>	<b>ADD TO PROJECT</b>	<b>FIND SIMILAR</b>	<b>Q KNOW HELP</b>					
<b>BACK</b>					<b>ADDRESS &lt;INSERT FILE LOCATION&gt;</b>				
<b>Q KNOW ITEMS</b>									
LOOK FOR ITEMS IN: <input checked="" type="radio"/> Q KNOW SERVER <input type="radio"/> MY Q KNOW WORKING FOLDER <input type="radio"/> MY RECENTLY Q FILED ITEMS									
BASIC Q FIND <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>									
<b>SHOW:</b>	<b>ALL</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<b>DATE RANGE:</b>	<b>ENTIRE RANGE</b>			
<b>CHECKED OUT BY</b>	<b>NAME</b>			<b>DATE MODIFIED</b>			<b>SIZE</b>		
<input checked="" type="checkbox"/> FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER			MON 6/3/2002 12:00PM			3 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			FRI 5/31/2002 12:00PM			5 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			FRI 5/31/2002 12:00PM			2 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			THU 5/30/2002 12:00PM			7 K		
<input checked="" type="checkbox"/> FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			WED 5/29/2002 12:00PM			2.5 MB		
<input checked="" type="checkbox"/> FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			MON 3/3/2002 12:00PM			80 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER			FRI 1/31/2002 12:00 PM			91 KB		
<b>PREVIEW</b>									
<b>SHOW:</b>	<b>ALL</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<b>DATE RANGE:</b>	<b>ENTIRE RANGE</b>			
<b>CHECKED OUT BY</b>	<b>NAME</b>			<b>DATE MODIFIED</b>			<b>SIZE</b>		
<input checked="" type="checkbox"/> FIRST LASTNAME	NAME OF NOTE EPSUM FACTORIAL NON DEPOSIT			WED 5/29/2002 9:54A			3 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	NAME OF NOTE SIT AMET CONSECTETUER			WED 5/29/2002 9:54A			5 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	NAME OF NOTE CONSECTETUER ADIPISCING ELIT			TUE 5/28/2002 6:21P			2 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	NAME OF NOTE SIT AMET CONSECTETUER			TUE 5/28/2002 3:51P			7 K		
<input checked="" type="checkbox"/> FIRST LASTNAME	ATTACHMENT 1 NAME			FRI 5/25/2002 10:02P			2.5 MB		
<input checked="" type="checkbox"/> FIRST LASTNAME	ATTACHMENT 2 NAME			FRI 5/25/2002 9:00A			80 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	ATTACHMENT 3 NAME			FRI 5/25/2002 9:00A			91 KB		
<input checked="" type="checkbox"/> FIRST LASTNAME	ATTACHMENT 4 NAME			FRI 5/25/2002 9:00A			1.8 MB		
<b>MY SHORTCUTS</b>									
<b>OTHER SHORTCUTS</b>									
<b>DONE</b>									

<b>Q.KNOW ITEMS - MICROSOFT OUTLOOK</b>										
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP										
NEW ▾	X	REPLY &	REPLY TO ALL &	FORWARD	SEND/RECEIVE	FIND	TYPE A QUESTION FOR HELP ▾			
CREATE ▾	REQUEST ▾	ADD TO PROJECT ▾	FIND SIMILAR	Q.KNOW HELP	ADDRESS <INSERT FILE LOCATION>					GO
Q.KNOW ITEMS										
LOOK FOR ITEMS IN: <input checked="" type="radio"/> Q.KNOW SERVER <input type="radio"/> MY Q.KNOW WORKING FOLDER <input type="radio"/> MY RECENTLY Q.FILED ITEMS										
ADVANCED Q.FIND				6409 ~	KEYWORDS	ITEM PROPERTIES	DATES			
FIND USING... ①										
ACTIVITY:		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		
PEOPLE:		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		
PRODUCT:		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		
PLACE:		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		SUBROOT: KEYWORD		
<div style="display: flex; justify-content: space-between;"> <div> SELECT KEYWORD SET ▾ ADD ▾  <input checked="" type="checkbox"/> ACTIVITY  <input type="checkbox"/> SUBROOT / SUBROOT  <input type="checkbox"/> SUBROOT / SUBROOT  <input checked="" type="checkbox"/> SUBROOT / SUBROOT  <input type="checkbox"/> SUBROOT / SUBROOT  <input type="checkbox"/> SUBROOT / MARKETING  <input type="checkbox"/> / MARCROM  <input checked="" type="checkbox"/> KEYWORD </div> <div> LOOK UP KEYWORD: COM LOOK UP  KEYWORD MATCHES FOR "COM"  FINANCIAL SERVICES: COMMERCIAL LENDING  MARKETING: MARCOM 6405  PEOPLE: COMPETITION  STORAGE: COMPRESSION  ADD "COM" TO KEYWORD LIST </div> <div> Q.FIND CLEAR ALL BASIC Q.FIND </div> </div>										
SHOW: ▾ ALL					DATE RANGE: ▾		ENTIRE RANGE		SIZE	
CHECKED OUT BY		NAME		DATE MODIFIED						



Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE

EDIT

VIEWS

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

MY RECENTLY Q FILED ITEMS

ADVANCED Q FIND

KEYWORDS

ITEM PROPERTIES

DATES

INCLUDES

MS OUTLOOK ITEMS

MS OUTLOOK TASKS

MS OFFICE DOCUMENTS

Q PROJECTS

OTHERS

MEETINGS

CONTACTS

EMAIL MESSAGES

NOTES

Q FIND

CLEAR ALL

BASIC Q FIND

WITHIN ITEM NAME:

WITHIN ITEM:

SHOW

ALL

CHECKED OUT BY

NAME

DATE RANGE

ENTIRE RANGE

DATE MODIFIED

SIZE

FIRST LASTNAME

FIRST LASTNAME

FIRST LASTNAME

FIRST LASTNAME

FIRST LASTNAME

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

MON 6/3/2002 12:00PM

FRI 5/31/2002 12:00PM

FRI 5/31/2002 12:00PM

THU 5/30/2002 12:00PM

WED 5/29/2002 12:00PM

MON 3/3/2002 12:00PM

FRI 1/31/2002 12:00 PM

3 KB

5 KB

2 KB

7 K

2.5 MB

80 KB

91 KB

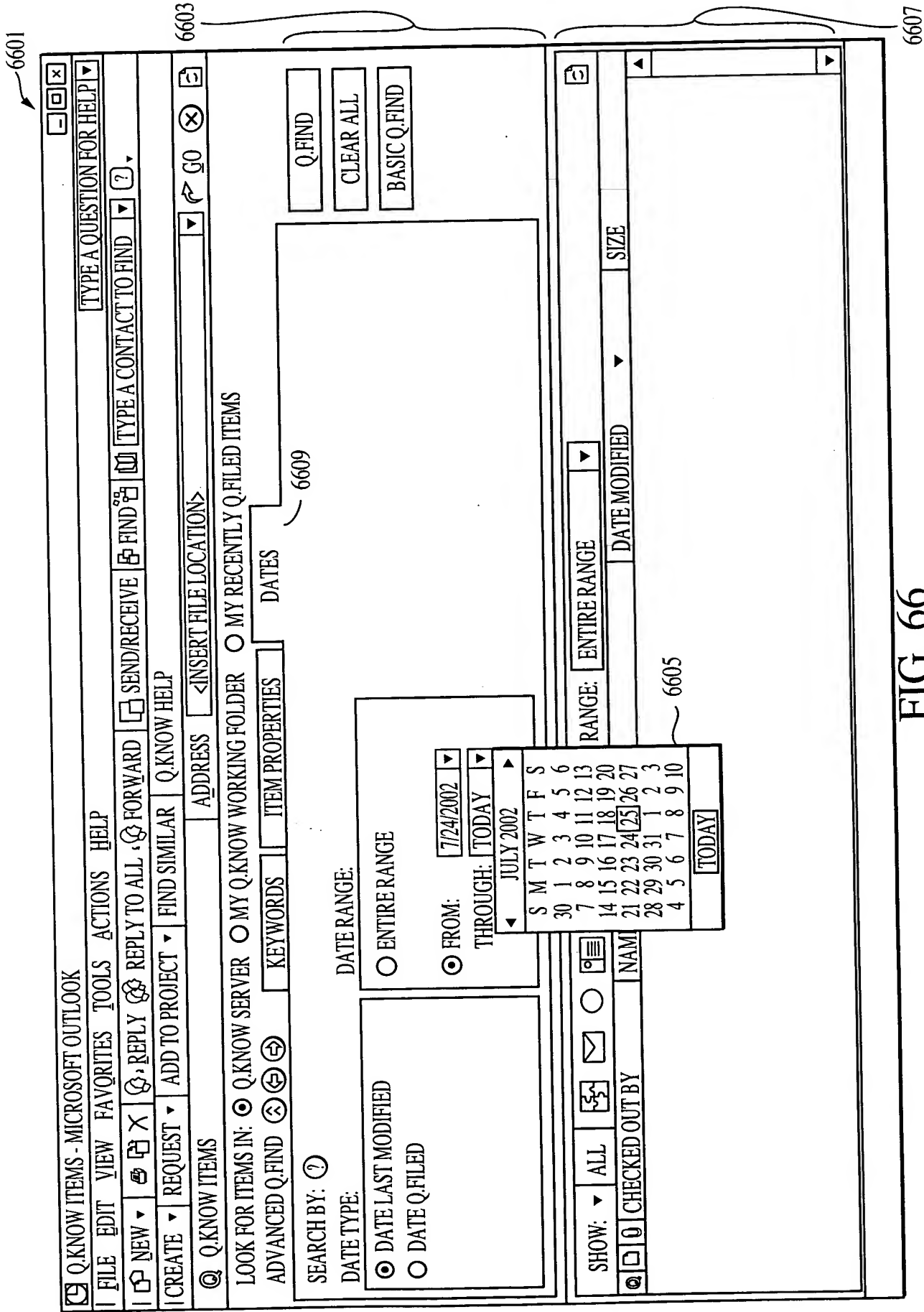


FIG. 66

[illegible]

**FIG. 67**

6801

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

?

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

Q KNOW ITEMS

ADDRESS

<INSERT FILE LOCATION>

LOOK FOR ITEMS IN:

Q KNOW SERVER

MY Q KNOW WORKING FOLDER

ADVANCED Q.FIND

KEYWORDS

ITEM PROPERTIES

DATES

SHOW:

ALL

DATE RANGE:

ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER

MON 6/3/2002 12:00PM

3 KB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

FRI 5/31/2002 12:00PM

5 KB

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

FRI 5/31/2002 12:00PM

2 KB

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES

THU 5/30/2002 12:00PM

7 K

FIRST LASTNAME

EPSUM FACTORIAL NON DEPO QUID PRO QUO HIS ES

WED 5/29/2002 12:00PM

2.5 MB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 3/3/2002 12:00PM

80 KB

FIRST LASTNAME

LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY

MON 1/31/2002 12:00PM

91 KB

PREVIEW

Q FILE DETAILS

LINKED ITEMS

L

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH  
EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM  
VENIAM, QUIS NOSTRUD EXERCITATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA  
COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE  
MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET  
IUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIL DELENIT A

6805

FIG. 68

6807

6901
6905

Q.PROJECT FIND

Q.PROJECT FIND FIND USING...

KEYWORDS

PROJECT PROPERTIES

DATES

LOOK UP KEYWORD: COM

LOOK UP

Q.PROJECT FIND

CLEAR ALL

ACTIVITY: SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE:

SELECT KEYWORD SET

ADD

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

SHOW: ALL

CHECKED OUT BY

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

SEND/RECEIVE STATUS 0%

SEND/RECEIVE STATUS 0%

**FIG. 69**

Q.PROJECT FIND

Q.PROJECT FIND

KEYWORDS

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY: ?

☒ ALL PROJECT TYPES
 ☒ PROJECT TYPE 1
 ☒ PROJECT TYPE 2
 ☒ PROJECT TYPE 3
 ☒ PROJECT TYPE 4
 ☒ PROJECT TYPE 5
 ☒ PROJECT TYPE 6

STATUS: ALL STATUS

PROJECT NAME:

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

☐ FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

Q.PROJECT FIND

CLEAR ALL

SHOW: ALL

☒
☐
☐
☐

CHECKED OUT BY

NAME

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

SIZE

FIG. 70

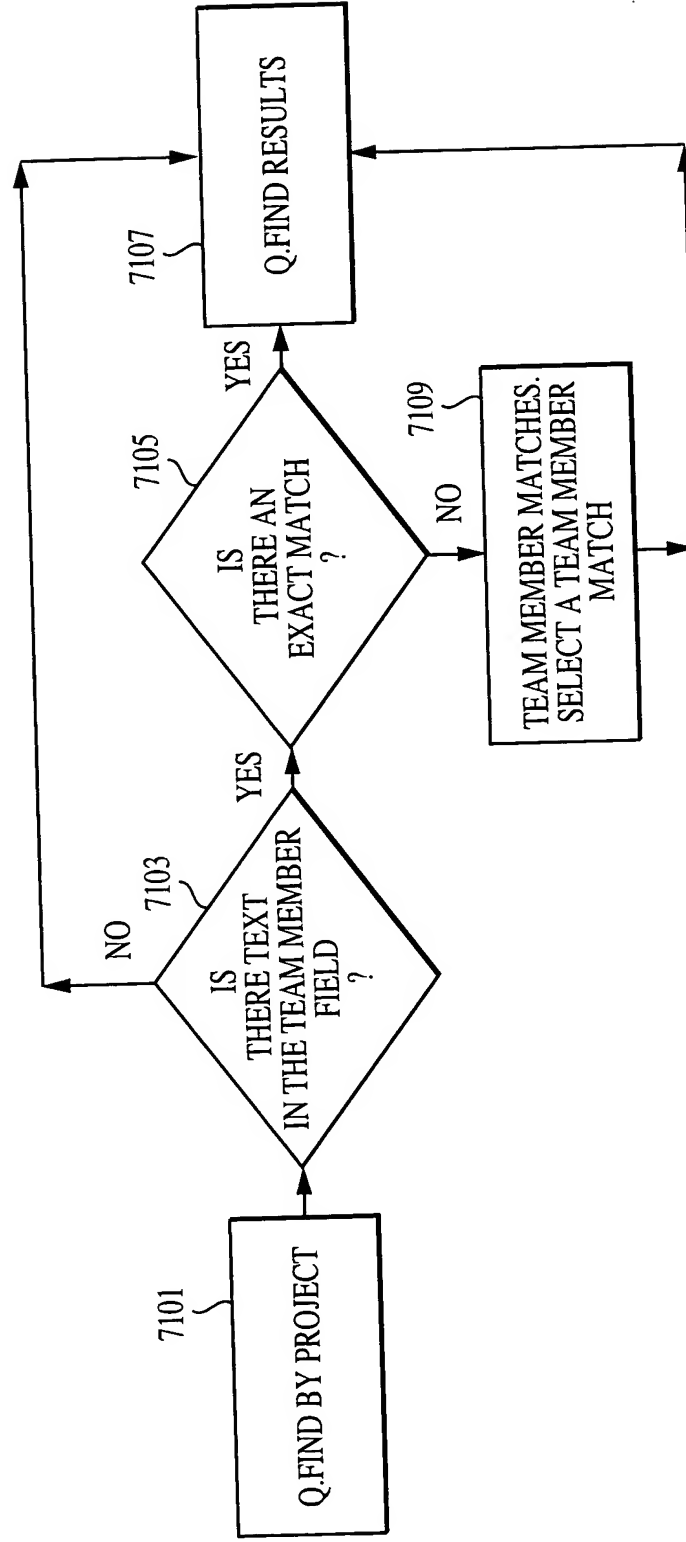


FIG. 71

**Q.FIND WITH Q.PROJECTS**

**ADVANCED Q.FIND** [?] [⊕] [⊖]

KEYWORDS	ITEM PROPERTIES	DATES
FIND USING... ? ACTIVITY: SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD SUBROOT: KEYWORD PEOPLE: SUBROOT: KEYWORD SUBROOT: KEYWORD PRODUCT: SUBROOT: KEYWORD PLACE:	SELECT KEYWORD SET ▾ ADD ▾ <input checked="" type="checkbox"/> ACTIVITY <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / SUBROOT <input type="checkbox"/> / SUBROOT <input checked="" type="checkbox"/> / MARKETING <input type="checkbox"/> / MARCROM <input checked="" type="checkbox"/> ∞ KEYWORD	LOOK UP KEYWORD: COM LOOK UP X KEYWORD MATCHES FOR "COM" FINANCIAL SERVICES: COMMERCIAL LENDING MARKETING: MARCOM ~ 7203 PEOPLE: COMPETITION STORAGE: COMPRESSION ADD "COM" TO KEYWORD LIST

[Q.FIND] [CLEAR ALL] [BASIC Q.FIND]

SHOW: ▾	ALL	[?]	[ ]	[ ]	DATE RANGE:	ENTIRE RANGE	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CHECKED OUT BY	NAME		



7301

Q KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

CREATE

REQUEST

ADD TO PROJECT

FIND SIMILAR

Q KNOW HELP

BACK

Q KNOW ITEMS

7307

7305

7309

ADDRESS

INSERT FILE LOCATION

GO

Q KNOW SHORTCUTS

LOOK FOR ITEMS IN: Q KNOW SERVER MY Q KNOW WORKING FOLDER MY RECENTLY Q FILED ITEMS

OUTLOOK TODAY

INBOX

Q KNOW ITEMS

Q PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

SHOW: ALL

DATE RANGE: ENTIRE RANGE

DATE MODIFIED

CURRENT VERSION

CHECKED OUT BY

LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD DOCUMENT	MON 6/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED DIAM	5 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 5/31/2002 12:00PM	2	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD DOCUMENT	FRI 5/31/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	7 K	MICROSOFT EXCEL WORKSHEET	THU 5/30/2002 12:00PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON	2.5 MB	MICROSOFT EXCEL WORKSHEET	WED 5/29/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	80 KB	MICROSOFT WORD DOCUMENT	MON 3/3/2002 12:00PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID PRO	3 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
EPSUM FACTORIAL NON DEPOSIT QUID	5 KB	MICROSOFT EXCEL WORKSHEET	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT AMET, SED	2 KB	MICROSOFT WORD DOCUMENT	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME
LOREM IPSUM DOLOR SIT	7 K	MICROSOFT POWERPOINT PRESENTATION	FRI 1/31/2002 12:00 PM	1	FIRST LASTNAME

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

7303

FIG. 73

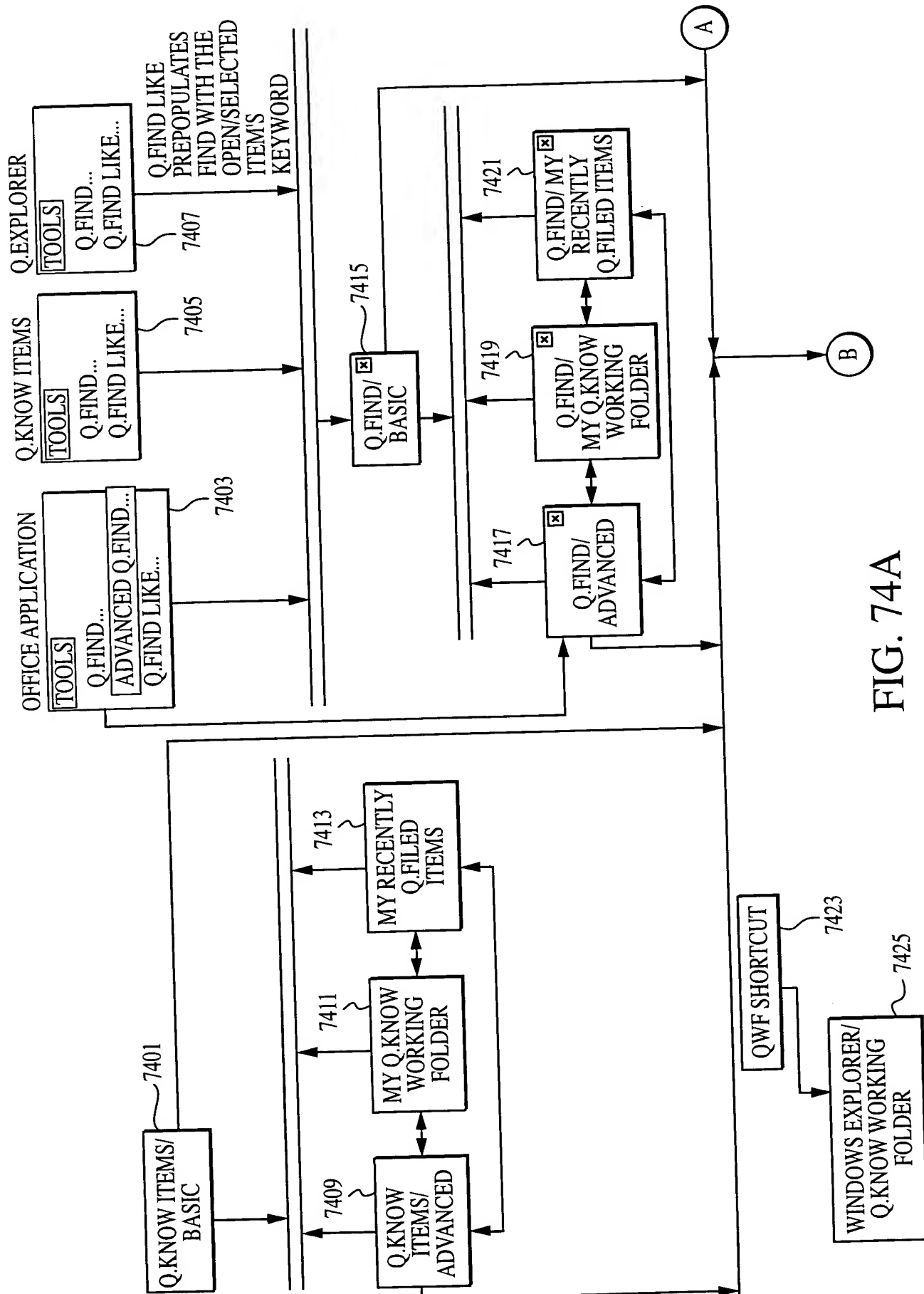


FIG. 74A

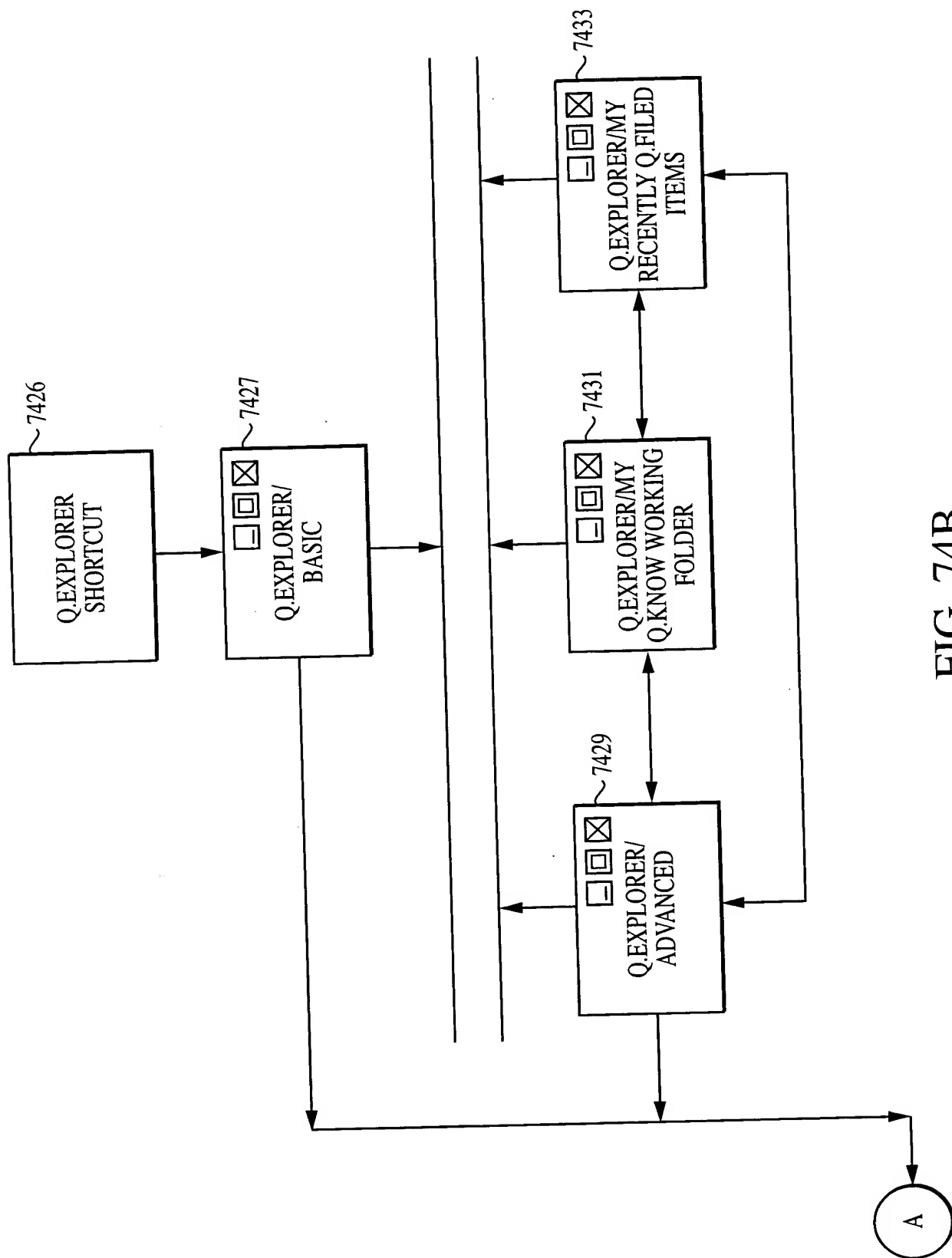


FIG. 74B

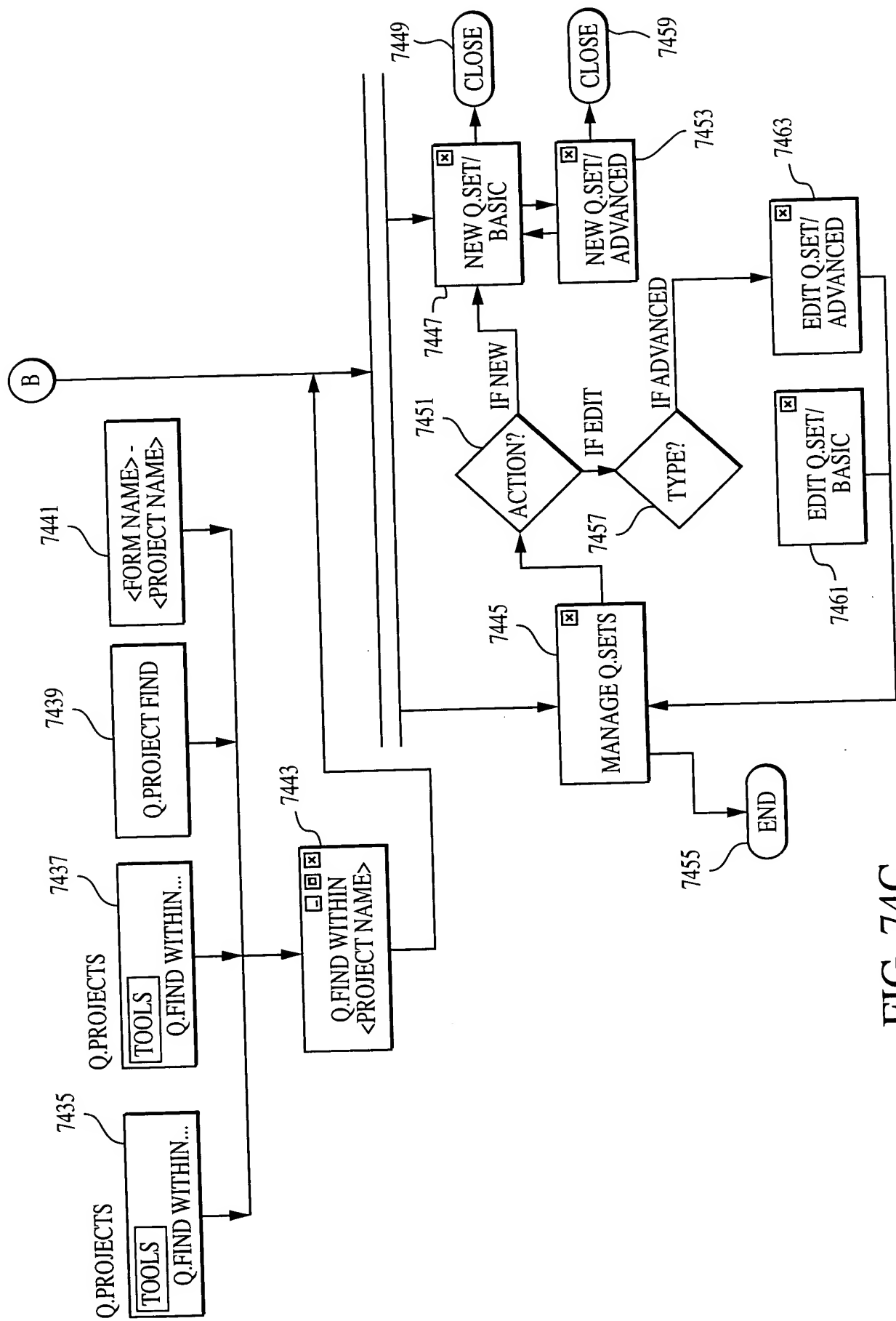


FIG. 74C

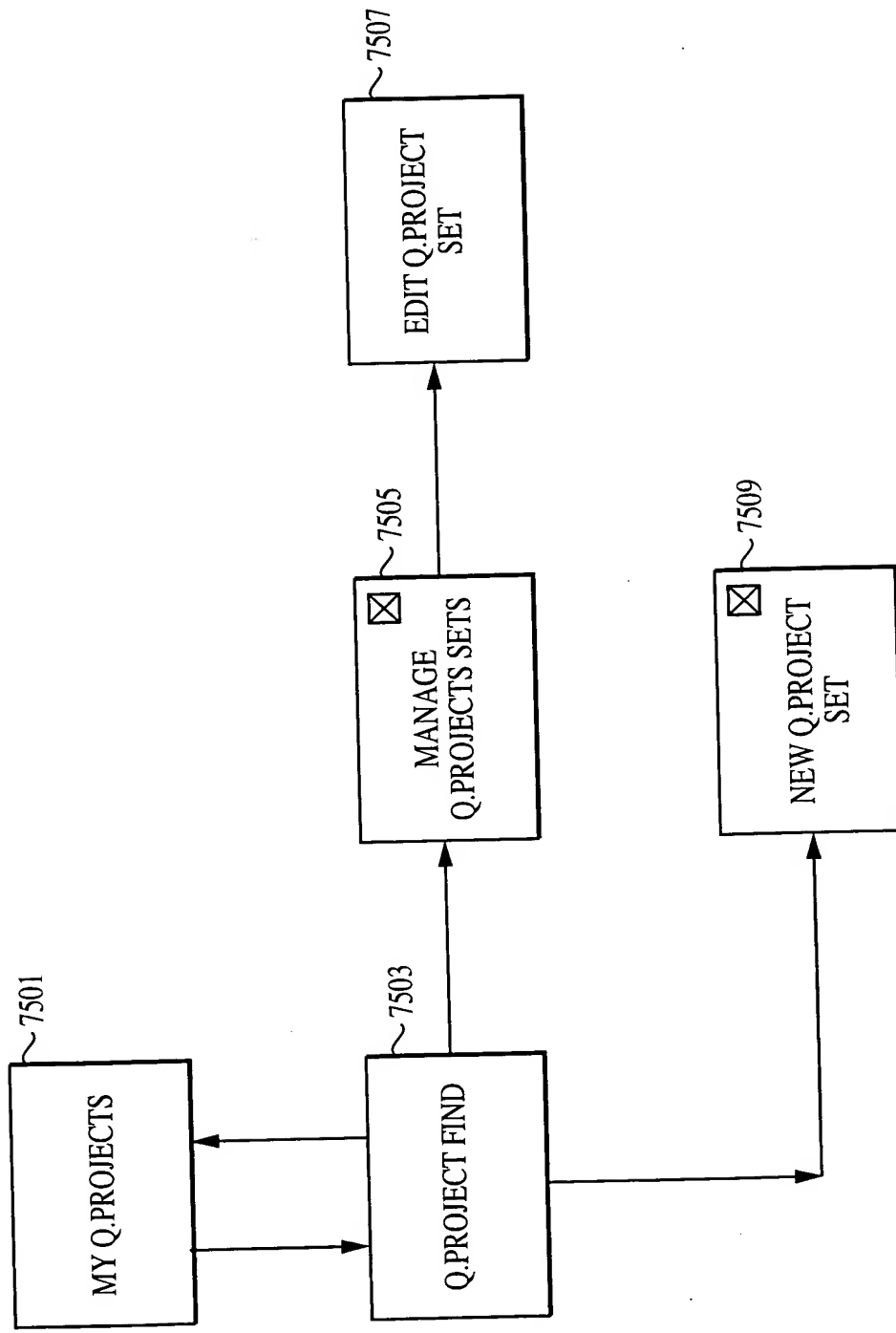


FIG. 75

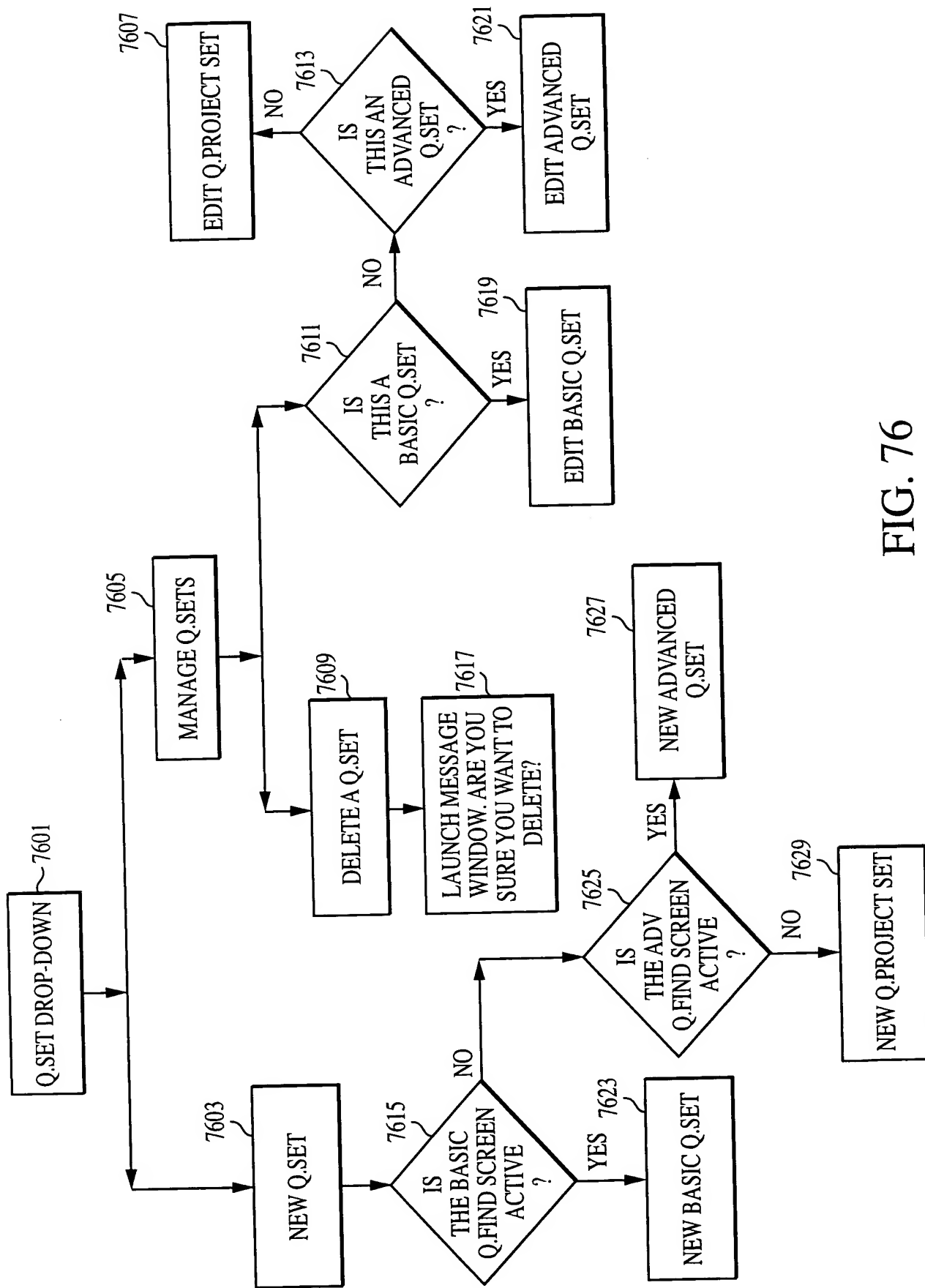


FIG. 76

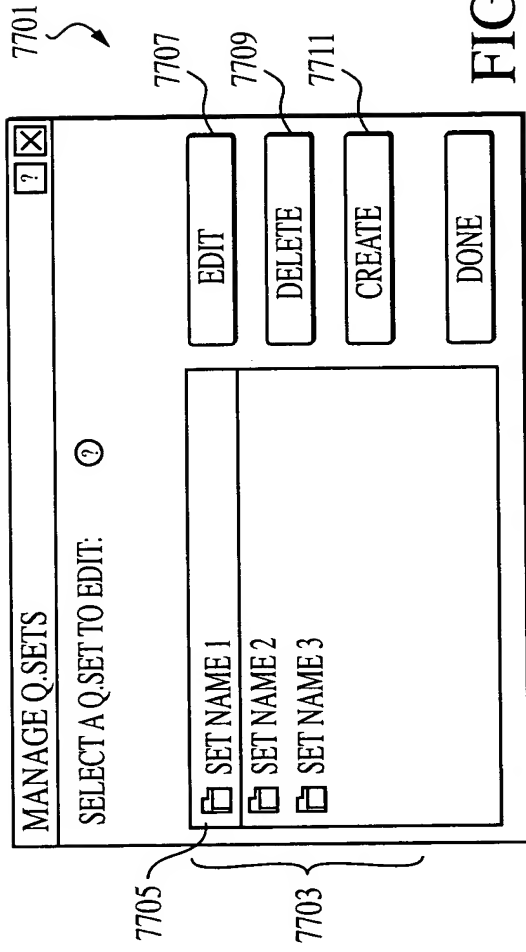


FIG. 77

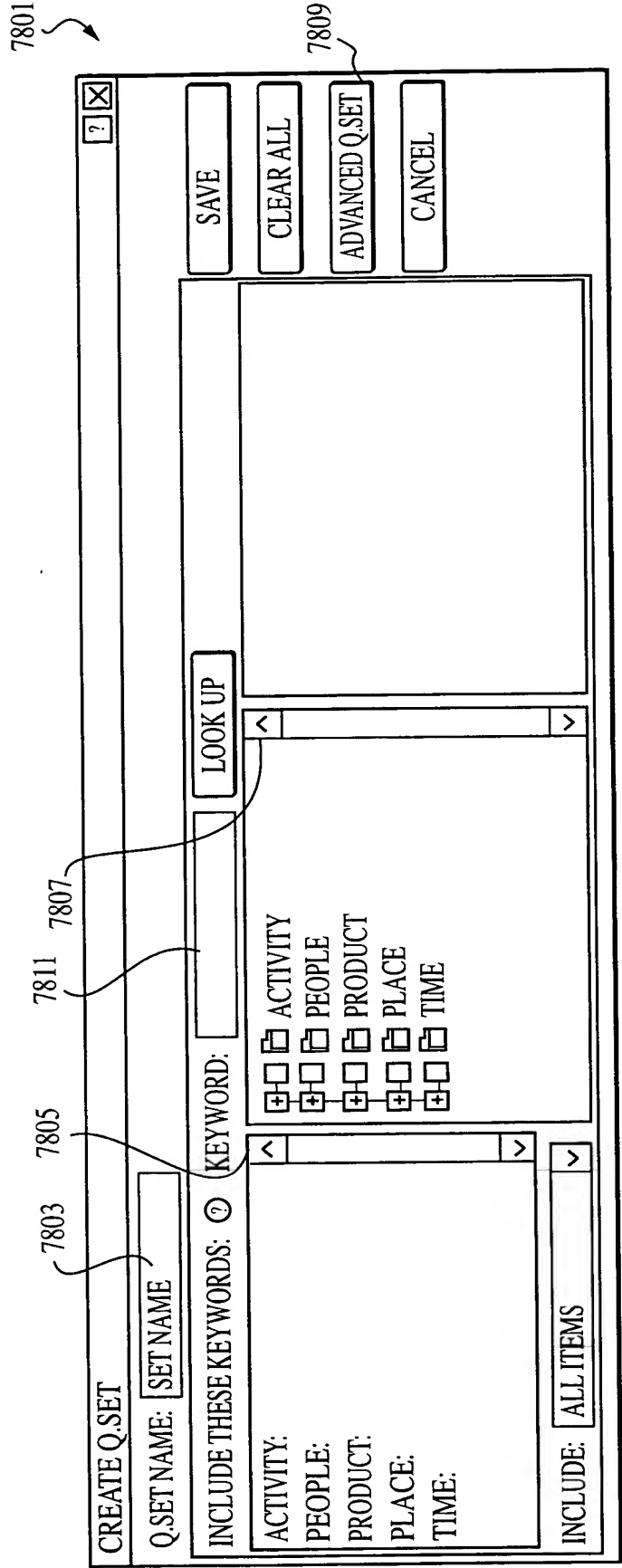


FIG. 78

FIG. 79



FIG. 80

[illegible]

FIG. 81

8201

8209

8207

8205

8211

8203

8213

CREATE Q.PROJECT SET

Q.PROJECT SET NAME: SET NAME

INCLUDE THESE KEYWORDS: ☐ KEYWORD:

ACTIVITY:

PEOPLE:

PRODUCT:

PLACE:

TIME:

+

□

ACTIVITY

+

□

PEOPLE

+

□

PRODUCT

+

□

PLACE

+

□

TIME

LOOK UP

KEYWORDS

PROJECT PROPERTIES

DATE RANGE

SAVE

CLEAR ALL

CANCEL

FIG. 82

Figure 1 is a screenshot of a graphical user interface (GUI) for editing a project set. The window is titled "EDIT Q PROJECT SET". The interface is organized into several sections:

- Top Section:** Contains a "Q PROJECT SET NAME:" label and a "SET NAME" text input field.
- Keywords Section:** Labeled "INCLUDE THESE KEYWORDS: @ KEYWORD:", it features a list of keywords: "ACTIVITY", "SUBROOT", "SUBROOT", "SUBROOT", "SUBROOT", "PEOPLE", "SUBROOT", "SUBROOT", "PLACE", "SUBROOT", "PRODUCT", "SUBROOT", and "TIME". Each keyword is preceded by a checkbox. The "ACTIVITY" checkbox is checked, while the others are unchecked.
- Navigation and Action Buttons:** Below the keywords list is a "LOOK UP" button. To the right of the keywords list are three buttons: "SAVE", "CLEAR ALL", and "CANCEL".
- Right Panel:** A large, empty rectangular area on the right side of the window, likely for displaying search results or additional information.
- Bottom Section:** Contains tabs labeled "KEYWORDS" and "DATE RANGE".

The interface is designed to allow users to select keywords and perform actions like saving or clearing the project set.

FIG. 83

Q.KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X Q REPLY Q FORWARD

SEND/RECEIVE FIND

TYPE A QUESTION FOR HELP

CREATE <INSERT Q.KNOW TOOLBAR>

BACK Q Q.KNOW ITEMS

ADDRESS <INSERT FILE LOCATION>

LOOK FOR ITEMS IN:  
BASIC Q.FIND  
☒ Q.KNOW SERVER  
☐ MY Q.KNOW WORKING FOLDER  
☐ MY RECENTLY Q.FILED ITEMS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

SHOW: ALL DATE RANGE: ENTIRE RANGE

CHECKED OUT BY NAME

DATE MODIFIED SIZE

FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
FIRST LASTNAME	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW Q.FILE DETAILS 8411

DUE: TUE 10/1/2002 STATUS: PENDING

AMERICAN AIR-AVIATION-XOL-UW-YR2003 NEW SUBMISSION

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

**FIG. 84**

8501

Q.KNOW ITEMS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

REPLY

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE

INSERT Q.KNOW TOOLBAR

BACK

Q.KNOW ITEMS

ADDRESS

INSERT FILE LOCATION

GO

LOOK FOR ITEMS IN:

Q.KNOW SERVER

MY Q.KNOW WORKING FOLDER

MY RECENTLY Q.FILED ITEMS

BASIC Q.FIND

SHOW:

ALL

CHECKED OUT BY

NAME

DATE RANGE:

ENTIRE RANGE

DATE MODIFIED

SIZE

Q.KNOW ITEMS	Q.KNOW ITEMS	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM	3 KB
Q.PROJECTS	Q.PROJECTS	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM	5 KB
CALENDAR	CALENDAR	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM	2 KB
CONTACTS	CONTACTS	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM	7 K
TASKS	TASKS	EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM	2.5 MB
NOTES	NOTES	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM	80 KB
DELETED ITEMS	DELETED ITEMS	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	FRI 1/31/2002 12:00 PM	91 KB
		EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	3 KB
		EPSUM FACTORIAL NON-DEPOSIT QUID PRO QUO HIS ES	FRI 1/31/2002 12:00 PM	5 KB

PREVIEW

Q.FILE DETAILS

8411

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SEND/RECEIVE STATUS 0%

8405

8503

FIG. 85

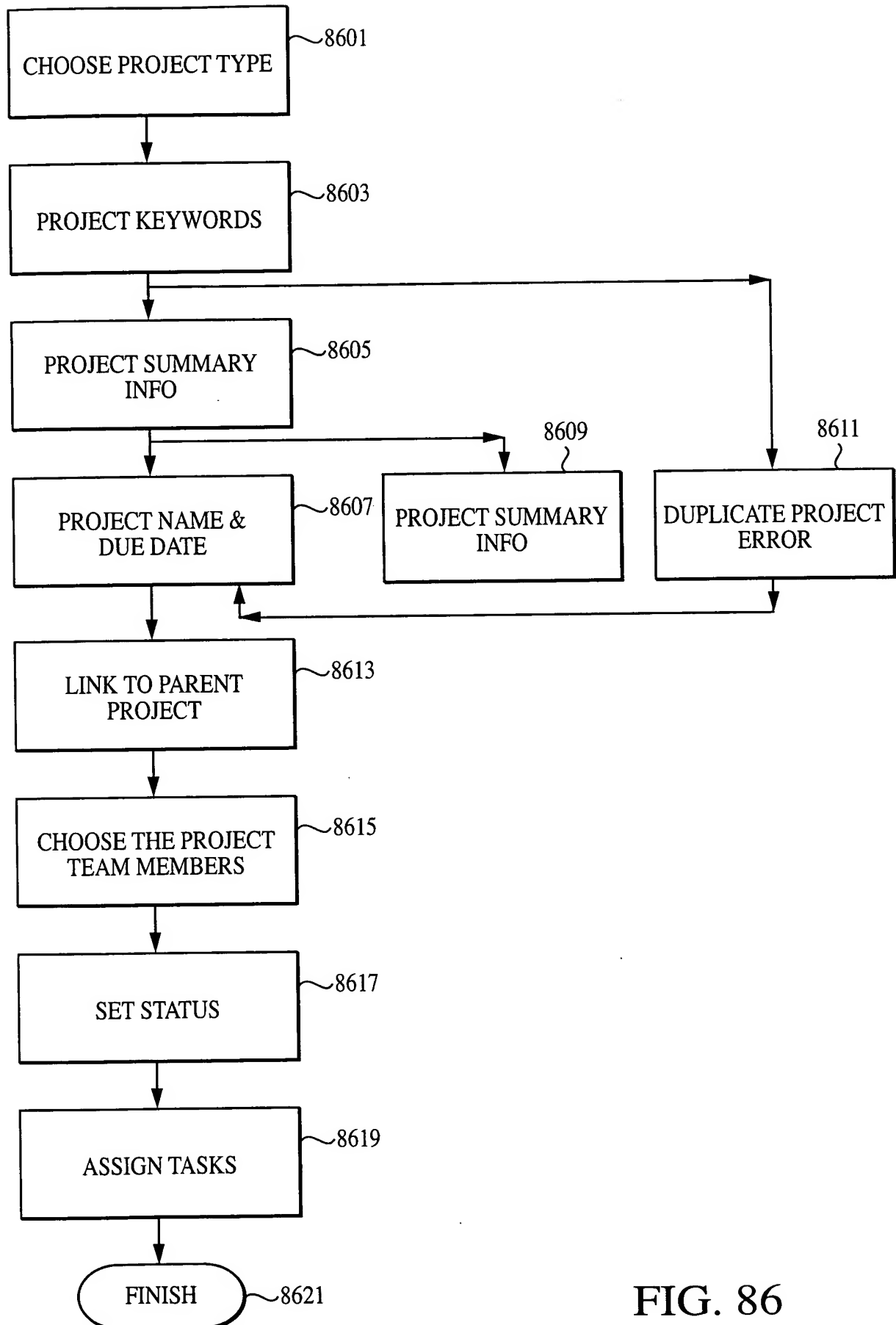


FIG. 86

8701

8703

8705

CREATE A NEW PROJECT -- STEPS 1 AND 2

WELCOME TO THE Q.PROJECT WIZARD

STEP 1: WHAT IS THE NATURE OF THIS PROJECT?

----- UNDERWRITING -----

SUBMISSIONS

RETROCESSIONS

----- CLAIMS -----

INWARD

OUTWARD

STEP 2: HOW ELSE DO YOU WANT TO IDENTIFY IT?

NEW

RENEWAL

ENDORSEMENT

WHEN YOU'RE READY TO GO ON, CLICK NEXT.

NEXT >

CANCEL

FIG. 87

8801

8803

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #

WHAT SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

BROKER:\* SELECT ONE ▼

CEDANT:\* SELECT ONE ▼

INSURED:\* SELECT ONE ▼

U/W YR:\* SELECT ONE ▼

PROD. TYPE:\* SELECT ONE ▼

PROD. CLASS:\* SELECT ONE ▼

COMPANY:\* SELECT ONE ▼

DIVISION:\* SELECT ONE ▼

<BACK

NEXT >

CANCEL

FIG. 88



8901



CREATE A NEW <Q PROJECT TYPE>... STEP # OF #

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS NEW UNDERWRITING SUBMISSION PROJECT?

<input type="checkbox"/> OWNER	NAME	DATE MODIFIED
<input type="radio"/>	OWNER NAME 1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	OWNER NAME 2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	OWNER NAME 3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	OWNER NAME 4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	OWNER NAME 5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

FIND OTHER PROJECT

INSERT INLINE HELP IF APPLICABLE. LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY RIBH.

<BACK

NEXT >

CANCEL

8903

8905

FIND OTHER PROJECT

FIG. 89

9001

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT ADDITIONAL SUMMARY INFORMATION DO YOU WANT TO INCLUDE FOR THIS PROJECT?  
NEXT TO EACH ITEM BELOW, EITHER TYPE THE NECESSARY INFORMATION, OR CLICK THE DOWN ARROW AND SELECT THE APPROPRIATE OPTION FROM THE LIST.

TERM:*	<div style="border: 1px solid black; padding: 2px;">SELECT ONE</div> ▼	ORIG. CURRENCY:	<div style="border: 1px solid black; padding: 2px;">SELECT ONE</div> ▼	9003
INCEPTION DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE</div> ▼	EPI:	<div style="border: 1px solid black; height: 20px;"></div>	
EXPIRY DATE:*	<div style="border: 1px solid black; padding: 2px;">NONE</div> ▼	SUM INSURED:	<div style="border: 1px solid black; height: 20px;"></div>	
		UPPER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		LOWER LIMIT:	<div style="border: 1px solid black; height: 20px;"></div>	
		DEDUCTIBLE:	<div style="border: 1px solid black; height: 20px;"></div>	

<BACK

NEXT >

CANCEL

FIG. 90

9101

CREATE A NEW <Q.PROJECT TYPE>-- STEP # OF #
✕

WHAT NAME WOULD YOU LIKE TO GIVE THIS PROJECT, AND WHEN IS THE PROJECT DUE?  
WE'VE SUGGESTED A NAME FOR THE PROJECT BASED ON THE INFORMATION YOU ENTERED, YOU CAN KEEP, EDIT, OR REPLACE THE SUGGESTED NAME. NEXT TO PROJECT DUE DATE, SPECIFY THE DATE THAT ALL WORK ON THE PROJECT MUST BE COMPLETED.

PROJECT NAME:	<div style="border: 1px solid black; padding: 2px;">AMERICAN AIR-AVIATION-XOL-UW-YR2003</div>	PROJECT DUE DATE:	<div style="border: 1px solid black; padding: 2px;"></div> ▼
---------------	---	-------------------	--

PROJECT NO: 0000-000000-00005867

PROJECT STATUS:

- ☒ STATUS 1: DESCRIPTION OF STATUS.
- ☐ STATUS 2: DESCRIPTION OF STATUS.
- ☐ STATUS 3: DESCRIPTION OF STATUS.
- ☐ STATUS 4: DESCRIPTION OF STATUS.

<BACK

NEXT >

CANCEL

FIG. 91

9201

×

CREATE A NEW <Q PROJECT TYPE>-- STEP # OF #

WHO WILL BE THE TEAM MEMBERS FOR THIS PROJECT?

NEXT TO EACH ROLE BELOW, SPECIFY THE NAME(S) OF THE PEOPLE WHO ARE IN THAT ROLE. LATER, YOU'LL BE ABLE TO ASSIGN TASKS TO THE WORKGROUP MEMBERS YOU ENTER HERE.

TO ENTER A NAME, TYPE IT IN A FIELD, OR CLICK THE ADDRESS BOOK ICON NEXT TO THE FIELD.

TO ENTER MULTIPLE NAMES, SEPARATE EACH NAME WITH A SEMI-COLON (;).

OWNER.\*

9203

UNDERWRITING.\*

9205

LEGAL REP.\*

FINANCE.\*

EXTENDED TEAM MEMBERS:

INTERNAL: 9207

CLICK BUTTON TO EDIT.

EDIT INTERNAL

EXTERNAL: 9209

CLICK BUTTON TO EDIT.

EDIT EXTERNAL

EXTENDED TEAM MEMBERS ARE CONTACTS THAT SHOULD BE NOTIFIED OF KEY Q PROJECT MILESTONES, BUT DO NOT HAVE Q PROJECT RESPONSIBILITIES.

<BACK

NEXT >

CANCEL

FIG. 92

9301

9303

9305

9307

CREATE A NEW <Q.PROJECT TYPE> --STEP # OF #

WHO SHOULD BE ASSIGNED TO EACH PROJECT TASK, AND BY WHAT DATE MUST EACH TASK BE COMPLETED?  
EACH OF THE TASKS LISTED HERE MUST BE COMPLETED BEFORE THIS PROJECT CAN BE CLOSED. TO THE RIGHT OF EACH TASK NAME, SELECT THE APPROPRIATE WORKGROUP MEMBER FOR THAT TASK. THEN, PICK THE DATE THE TASK MUST BE COMPLETED.

<input type="checkbox"/>	<input type="checkbox"/>	TASK NAME	ASSIGNED TO	DUE DATE
<input checked="" type="checkbox"/>		FILE ORIGINAL OFFER (3RD PARTY)	PERRY YAO * ▼	THU 9/5/2002 * ▼
<input checked="" type="checkbox"/>		CAPTURE DEAL DATA	CARL SHELBY * ▼	TUE 9/10/2002 * ▼
<input checked="" type="checkbox"/>		OBTAIN COVER NOTE/ SLIP	JOE EMPLOYEE * ▼	NONE * ▼
<input checked="" type="checkbox"/>	<input type="checkbox"/>	RUN PRICING MODEL	SABINE POWERS * ▼	NONE * ▼
		PRICING MODELS.DOC [RENAME]		


<BACK    NEXT >    CANCEL

FIG. 93

9401

9403

DUPLICATES FOUND

 SIMILIAR PROJECTS HAVE BEEN FOUND.  
PLEASE REVIEW THE PROJECTS BELOW TO ENSURE THAT A DUPLICATE PROJECT IS NOT CREATED.  
DOUBLE-CLICK ON A PROJECT NAME TO VIEW ITS SUMMARY.

I	OWNER	NAME	DATE MODIFIED
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 1234 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	MON 6/3/2002 3:12P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 2345 PROJECT NAME LOREM IPSUM DOLOR SIT AMET	FRI 5/31/2002 7:34P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 3456 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	FRI 5/31/2002 5:31P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 4567 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	THU 5/30/2002 3:58P
<input type="radio"/>	<input type="checkbox"/>	OWNER NAME 5678 PROJECT NAME EPSUM FACTORIAL NON DEPOSIT	WED 5/29/2002 11:04A

☒ NONE OF THESE

SELECT THE PROJECT YOU WOULD LIKE TO USE INSTEAD.  
INSERT IN-LINE HELP.

OK

FIG. 94

9501

Q.PROJECTS - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

BACK

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A QUESTION FOR HELP

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

Q.PROJECTS

ADDRESS

INSERT FILE LOCATION

GO

MY Q.PROJECTS: TYPE: ALL TYPES: STATUS: PENDING AND ACTIVE

Q.PROJECT FIND

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED	STATUS
NY POST-EO-TTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461D-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA AIR-AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED, 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

9509 9511 9513 9515 9517 9519 9521 9523 9525 9527

SUMMARY TASKS DOCUMENTS MESSAGES FORMS CALENDAR CONTACTS HISTORY LINKED Q.PROJECTS KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT

<PROJECT TYPE>

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

SEND/RECEIVE STATUS 0%

FIG. 95

9505

9601

Q PROJECTS

FILE TOOLS HELP

CREATE LIKE ▾ ADD Q.NOTE VIEW HISTORY INSERT FROM Q.NOW CAPTURE FORMS DATA VIEW ATTACHMENTS? INVITE INPUT REQUEST APPROVAL LINK TO Q.PROJECT ▾

TYPE A QUESTION FOR HELP ▾

9503

MY Q.PROJECTS: TYPE: ALL TYPES: STATUS: PENDING AND ACTIVE ▾ Q.PROJECT FIND

PROJECT NAME	PROJECT TYPE	PROJECT #	OWNER	LAST MODIFIED ▾	STATUS
NY POST-EO-ITTY-UW-YR2003	SUBMISSION	F2475438-5E1A-461R-9E77-8090652B4FOA	MORRIS WALTON	TUE, 9/10/2002	ACTIVE
EXXON MOBILE-AUTO-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-6390652B4FOV	CAROL WEATHERBY	MON, 9/9/2002	ACTIVE
SCANDIA-XOL-UW-YR2003	RENEWAL	F9475438-5E1A-461C-9E77-7490652B4F3R	BRENDON BIALYSTOCK	FRI 9/13/2002	PENDING
AMERICA-AIR-AVIATION-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461D-9E77-7390652B4FOE	JOE EMPLOYEE	WED 9/4/2002	PENDING
BOEING AVIATION-XOL-UW-YR2003	ENDORSEMENT	F9475438-5E1A-461B-9E77-8390652B4F2T	MELISSA SMALL	TUE, 8/27/2002	PENDING
PURDENTIAL-PROPERTY-XOL-UW-YR2003	SUBMISSION	F9475438-5E1A-461A-9E77-2390652B4F7P	JASON KIRK	TUE, 8/27/2002	ACTIVE

SUMMARY TASKS DOCUMENTS MESSAGES FORMS CALENDAR CONTACTS HISTORY LINKED Q.PROJECTS KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003 ?

NEW SUBMISSION

DUE: TUE 10/1/2002 STATUS: PENDING

EDIT

ID: 0000-00000-000005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

UW YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

9505

FIG. 96

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (CHECKED OUT)

FILE ACTIONS HELP

TYPE A QUESTION FOR HELP

INVITE INPUT REQUEST APPROVAL CAPTURE FORMS DATA PREVIEW OFFLINE RESOURCE LIBRARY CREATE LIKE ADD Q.NOTE Q.FIND WITHIN Q.PROJECT

AMERICAN AIR-AVIATION-XOL-UW-YR2003

PROJECT TYPE

STATUS: PENDING

SAVE SUMMARY

ID: 0000-000000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

ORIG. CURRENCY: USD

EPL: \$150,000

SUM INSURED: \$10,088,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

KEYWORDS

LINKED Q.PROJECTS

HISTORY

CONTACTS

CALENDAR

FORMS

MESSAGES

DOCUMENTS

OWNER: JOE EMPLOYEE JEMPLOYEE@RENRE.COM

10	FULL NAME	COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE
	JOE EMPLOYEE	RENRE	(408) 555-7891	(408) 555-7892	(408) 555-7893
	SABINE POWERS	RENRE	(408) 555-1234	(408) 555-1235	(408) 555-1236
	WALTER MATHERS	Y AON	(408) 555-2345	(408) 555-2346	(408) 555-2347
	ADRIAN RIVERA	Y CHUBB	(408) 555-3456	(408) 555-3457	(408) 555-3458
	CARL SHELBY	RENRE	(408) 555-4567	(408) 555-4568	(408) 555-4569
	HAL SMITH	RENRE	(408) 555-5678	(408) 555-5679	(408) 555-5671
	PERRY YAO	RENRE	(408) 555-6789	(408) 555-6780	(408) 555-6781

555-REASON CODE DETAIL

ORIG. CURRENCY: USD

WMATHERS@AON.COM

ARIVERA@CHUBB.COM

CSHELBY@RENRE.COM

HSMITH@RENRE.COM

PYAO@RENRE.COM

SAVE SUMMARY

555-REASON CODE DETAIL

ORIG. CURRENCY: USD

EMAIL PROJECT TEAM

EDIT PROJECT TEAM

LINK OUTLOOK CONTACT

Q.FIND TO LINK CONTACT

NEW CONTACT

**FIG. 97**

**Q PROJECT <TYPE> RESOURCE LIBRARY**

<Q PROJECT TYPE>  
DOUBLE CLICK A FILE TO PREVIEW IT. CLICK ADD ITEM TO ADD A FILE. CLICK REMOVE ITEM TO REMOVE A FILE. EDIT AN ITEM BY RIGHT-CLICKING ON THE ITEM AND SELECTING CHECK OUT.

SHOW:	ALL						DATE RANGE:	ENTIRE RANGE	CHECKED OUT BY	DATE MODIFIED	SIZE	TYPE
	0	NAME										
		LOREM IPSUM DOLOR SIT AMET							FIRST LASTNAME	MON 6/3/2002 12:00PM	3 KB	TEMPLATE
		LOREM IPSUM DOLOR SIT AMET							FIRST LASTNAME	FRI 5/31/2002 12:00PM	5 KB	LIBRARY DOCUMENT
		EPSUM FACTORIAL NON DEPOSIT							FIRST LASTNAME	FRI 5/31/2002 12:00PM	2 KB	TEMPLATE
		EPSUM FACTORIAL NON DEPOSIT							FIRST LASTNAME	THU 5/30/2002 12:00PM	7 K	TEMPLATE
		EPSUM FACTORIAL NON DEPOSIT								WED 5/29/2002 12:00PM	2.5 MB	TEMPLATE
		LOREM IPSUM DOLOR SIT AMET								MON 3/3/2002 12:00PM	80 KB	LIBRARY DOCUMENT
		LOREM IPSUM DOLOR SIT AMET								FRI 1/31/2002 12:00PM	91 KB	LIBRARY DOCUMENT

ADD ITEM    CHECK OUT ITEM    REMOVE ITEM    DONE

FIG. 98



**BASIC Q.FIND**

ADD ITEM TO Q.PROJECT <TYPE> RESOURCE LIBRARY  
FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

FIND USING...  
 ACTIVITY: SUBROOT: KEYWORD  
 SUBROOT: KEYWORD  
 SUBROOT: KEYWORD  
 SUBROOT: KEYWORD  
 PEOPLE: SUBROOT: KEYWORD  
 SUBROOT: KEYWORD  
 PRODUCT: SUBROOT: KEYWORD  
 INCLUDE: ALL ITEMS

KEYWORD SET: [KEYWORD SET] USE [LOOK UP]  
 LOOK UP KEYWORD: COM  
 KEYWORD MATCHES FOR "COM"  
 FINANCIAL SERVICES: COMMERCIAL LENDING  
 MARKETING: MARCOM  
 PEOPLE: COMPETITION  
 STORAGE: COMPRESSION  
 ADD "COM" TO KEYWORD LIST

Q.FIND CLEAR ALL ADVANCED Q.FIND

SHOW:	ALL	CHECKED OUT BY	NAME	DATE RANGE:	ENTIRE RANGE	DATE MODIFIED	SIZE
[icon]	FIRST LASTNAME		LOREM IPSUM DOLOR SIT AMET, CONSECTETUER			MON 6/3/2002 12:00PM	3 KB
[icon]	FIRST LASTNAME		LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			FRI 5/31/2002 12:00PM	5 KB
[icon]	FIRST LASTNAME		EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			FRI 5/31/2002 12:00PM	2 KB
[icon]	FIRST LASTNAME		EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			THU 5/30/2002 12:00PM	7-K
[icon]	FIRST LASTNAME		EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES			WED 5/29/2002 12:00PM	2.5 MB
[icon]	FIRST LASTNAME		LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			MON 3/3/2002 12:00PM	80 KB
[icon]	FIRST LASTNAME		LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY			MON 3/3/2002 12:00PM	80 KB

TYPE OF RESOURCE ITEM: SELECT...  
 ADD TO RESOURCE LIBRARY CANCEL

**FIG. 99**

10001

ADD <FILENAME> TO Q PROJECT <TYPE> RESOURCE LIBRARY

FIND A FILE TO ADD TO THE <PROJECT TYPE> TEMPLATE

BASIC Q.FIND

SHOW: ALL

SEARCH

VIEW

PRINT

HELP

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, CONSECTETUER	MON 6/3/2002 12:00PM 3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	FRI 5/31/2002 12:00PM 5 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	FRI 5/31/2002 12:00PM 2 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HIS ES	THU 5/30/2002 12:00PM 7 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPO QUID PRO QUO HIS ES	WED 5/29/2002 12:00PM 2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM 80 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	LOREM IPSUM DOLOR SIT AMET, SED DIAM NONUMMY	MON 3/3/2002 12:00PM 80 KB

PREVIEW

Q.FILE DETAILS

LINKED ITEMS

LOREM IPSUM DOLOR SIT AMET, CONSECTETUER ADIPISCING ELIT, SED DIAM NONUMMY NIBH EUISMOD TINCIDUNT UT LAOREET DOLORE MAGNA ALIQUAM ERAT VOLUTPAT. UT WISI ENIM AD MINIM VENIAM, QUIS NOSTRUD EXERCI TATION ULLAMCORPER SUSCIPIT LOBORTIS NISL UT ALIQUIP EX EA COMMODO CONSEQUAT. DUIS AUTEM VEL EUM IRIURE DOLOR IN HENDRERIT IN VULPUTATE VELIT ESSE MOLESTIE CONSEQUAT, VEL ILLUM DOLORE EU FEUGIAT NULLA FACILIS AT VERO EROS ET ACCUMSAN ET IUUSTO ODIO DIGNISSIM QUI BLANDIT PRAESENT LUPTATUM ZZRIIL DELENIT A

TYPE OF RESOURCE ITEM: SELECT...

ADD TO RESOURCE LIBRARY

CANCEL

10003

10005

FIG. 100

AMERICAN AIR-AVIATION-XOL-UW-YR2003 (READ ONLY)

FILE ACTIONS HELP

TYPE A QUESTION FOR HELP

10101

INVITE INPUT | REQUEST APPROVAL | CAPTURE FORMS DATA | PREVIEW OFFLINE | RESOURCE LIBRARY | CREATE LIKE | ADD Q.NOTE | Q.FIND WITHIN Q.PROJECT

10103

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

DUE: TUE 10/1/2002

STATUS: PENDING

EDIT SUMMARY

ID: 0000-00000-00005867

BROKER: AON

CEDANT: CHUBB

INSURED: AMERICAN AIRLINES

U/W YEAR: 2003

PROD. TYPE: EXCESS OF LOSS

PROD. CLASS: AIRCRAFT/AVIATION (LIABILITY/HULL)

ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

COMPANY: RENRE

DIVISION: REINSURANCE

INCEPTION DATE: 10/1/2003

EXPIRY DATE: 9/30/2004

TERM: 12 MOS

TASKS | DOCUMENTS | MESSAGES | FORMS | CALENDAR | CONTACTS | HISTORY | LINKED Q.PROJECTS | KEYWORDS

10105

CREATED: MONDAY, JUNE 03, 2002, 9:28:33 PM

MODIFIED: MONDAY, JUNE 03, 2002, 11:45:15 PM

ACTIVITY: SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD

PLACE: SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD

**FIG. 101**

10201

Q.PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW X Q.REPLY Q.REPLY TO ALL Q.FORWARD

CREATE LIKE ADD Q.NOTE

VIEW HISTORY INSERT FROM Q.KNOW CAPTURE FORMS DATA

BACK Q.PROJECTS

Q.PROJECT FIND Q.PROJECTS

Q.PROJECT FIND Q.PROJECTS

Q.PROJECT FIND Q.PROJECTS

Q.KNOW SHORTCUTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

TYPE A QUESTION FOR HELP

TYPE A CONTACT TO FIND

SEND/RECEIVE

REPLY TO ALL

FORWARD

VIEW ATTACHMENTS?

REQUEST APPROVAL

LINK TO Q.PROJECT

Q.PROJECT FIND

Q.PROJECT FIND

Q.PROJECT FIND

ADDRESS <INSERT FILE LOCATION>

LOOK UP KEYWORD

LOOK UP

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

KEYWORD MATCHES FOR "COM"

FINANCIAL SERVICES: COMMERCIAL LENDING

MARKETING: MARCOM

PEOPLE: COMPETITION

STORAGE: COMPRESSION

ADD "COM" TO KEYWORD LIST

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

SEND/RECEIVE STATUS 0%

FIG. 102

10205

10301

Q.PROJECT FIND - MICROSOFT INTERNET EXPLORER

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

NEW

REPLY

REPLY TO ALL

FORWARD

SEND/RECEIVE

FIND

TYPE A CONTACT TO FIND

TYPE A QUESTION FOR HELP

CREATE LIKE

ADD NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

VIEW ATTACHMENTS

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

SUBMIT

PREVIEW OF

BACK

Q.PROJECTS

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

KEYWORDS

PROJECT PROPERTIES

DATES

PROJECT PROPERTIES TO SEARCH BY:

PROJECT NAME:

PROJECT TEAM INCLUDES:

TEAM MEMBER:

PROJECT OWNER:

FIND ONLY Q.PROJECTS FOR WHICH I AM AN OWNER OR MEMBER.

ALL PROJECT TYPES

PROJECT TYPE 1

PROJECT TYPE 2

PROJECT TYPE 3

PROJECT TYPE 4

PROJECT TYPE 5

PROJECT TYPE 6

STATUS: PENDING AND ACTIVE

MY Q.PROJECTS

Q.PROJECT FIND

CLEAR ALL

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

PROJECT NAME

PROJECT TYPE

PROJECT #

OWNER

LAST MODIFIED

STATUS

SEND/RECEIVE STATUS 0%

FIG. 103

10205



10501

10503

10505

Q PROJECT FIND - MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

NEW

CREATE LIKE

ADD Q.NOTE

VIEW HISTORY

INSERT FROM Q.KNOW

CAPTURE FORMS DATA

SEND/RECEIVE

REPLY TO ALL

FORWARD

VIEW ATTACHMENTS?

INVITE INPUT

REQUEST APPROVAL

LINK TO Q.PROJECT

PREVIEW OF

Q PROJECTS

10507

ADDRESS <INSERT FILE LOCATION>

Q.PROJECT FIND

SELECT Q.PROJECT SET

ADD

TYPE: ALL TYPES

DATE RANGE: ENTIRE RANGE

10509

Q PROJECTS

KEYWORDS

PROJECT PROPERTIES

DATES

MY Q.PROJECTS

OUTLOOK TODAY

INBOX

Q.KNOW ITEMS

Q.PROJECTS

CALENDAR

CONTACTS

TASKS

NOTES

DELETED ITEMS

MY SHORTCUTS

OTHER SHORTCUTS

DONE

SUMMARY

TASKS

DOCUMENTS

FORMS

CALENDAR

CONTACTS

HISTORY

LINKED Q.PROJECTS

KEYWORDS

AMERICAN AIR-AVIATION-XOL-UW-YR2003

NEW SUBMISSION

STATUS: PENDING

DUE: TUE 10/1/2002

ID: 0000-00000-000005867

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U/W YEAR: 2003

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ORIG. CURRENCY: USD

EPI: \$150,000

SUM INSURED: \$10,000,000

UPPER LIMIT: \$11,000,000

LOWER LIMIT: \$1,000,000

DEDUCTIBLE: \$1,000,000

EDIT

SEND/RECEIVE STATUS 0%

FIG. 105





**LINK TO Q PROJECT**

TO LINK AN EXISTING <OUTLOOK ITEM> TO THE Q PROJECT, SELECT KEYWORDS TO SEARCH BY.

BASIC Q.FIND    Ⓢ Ⓜ Ⓟ Ⓡ Ⓣ Ⓤ Ⓥ Ⓦ Ⓧ Ⓨ Ⓩ

SHOW:	ALL	Ⓢ	Ⓜ	Ⓟ	Ⓡ	Ⓣ	Ⓤ	Ⓥ	Ⓦ	Ⓧ	Ⓨ	Ⓩ
DATE RANGE:	ENTIRE RANGE ▼											
<input type="checkbox"/> FULL NAME	<input checked="" type="checkbox"/> COMPANY	BUSINESS PHONE	BUSINESS FAX	MOBILE PHONE	EMAIL							
FIRST LASTNAME	Y COMPANY NAME	(703) 555-1212	(703) 555-1220	(703) 555-1227	NAME@COMPANY.COM							
FIRST LASTNAME	Y COMPANY NAME	(703) 555-1213	(703) 555-1221	(703) 555-1228	NAME@COMPANY.COM							
FIRST LASTNAME	COMPANY NAME	(703) 555-1214	(703) 555-1222	(703) 555-1229	NAME@COMPANY.COM							
FIRST LASTNAME	Y COMPANY NAME	(703) 555-1215	(703) 555-1223	(703) 555-1230	NAME@COMPANY.COM							
FIRST LASTNAME	COMPANY NAME	(703) 555-1216	(703) 555-1224	(703) 555-1231	NAME@COMPANY.COM							
FIRST LASTNAME	COMPANY NAME	(703) 555-1217	(703) 555-1225	(703) 555-1232	NAME@COMPANY.COM							
FIRST LASTNAME	COMPANY NAME	(703) 555-1218	(703) 555-1226	(703) 555-1233	NAME@COMPANY.COM							

PREVIEW    Q.FILE DETAILS    LINKED ITEMS

<Q KNOW FILING MESSAGE>

---

**FILING SUMMARY**

LINKED Q.PROJECTS: PROJECT NAME

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINK TO Q.PROJECT    CANCEL

10801

10805

10803a

10803b

?

×

SELECT KEYWORDS FROM LINKED Q.PROJECT KEYWORDS

CLEAR SUMMARY

CURRENT KEYWORD SUMMARY FOR <INSERT ITEM NAME>: ②

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

LINKED Q.PROJECTS

Q.PROJECT KEYWORDS

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

<DATE MODIFIED?>

<STATUS>

< SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

<PROJECT NAME>

<PROJECT TYPE>

<PROJECT ID>

4/13/2002

<STATUS>

☒ SELECT THESE KEYWORDS

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

PRODUCT: SUBROOT: KEYWORD,

PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD,

ADD TO SUMMARY KEYWORDS

REPLACE SUMMARY KEYWORDS

CANCEL

FIG. 108

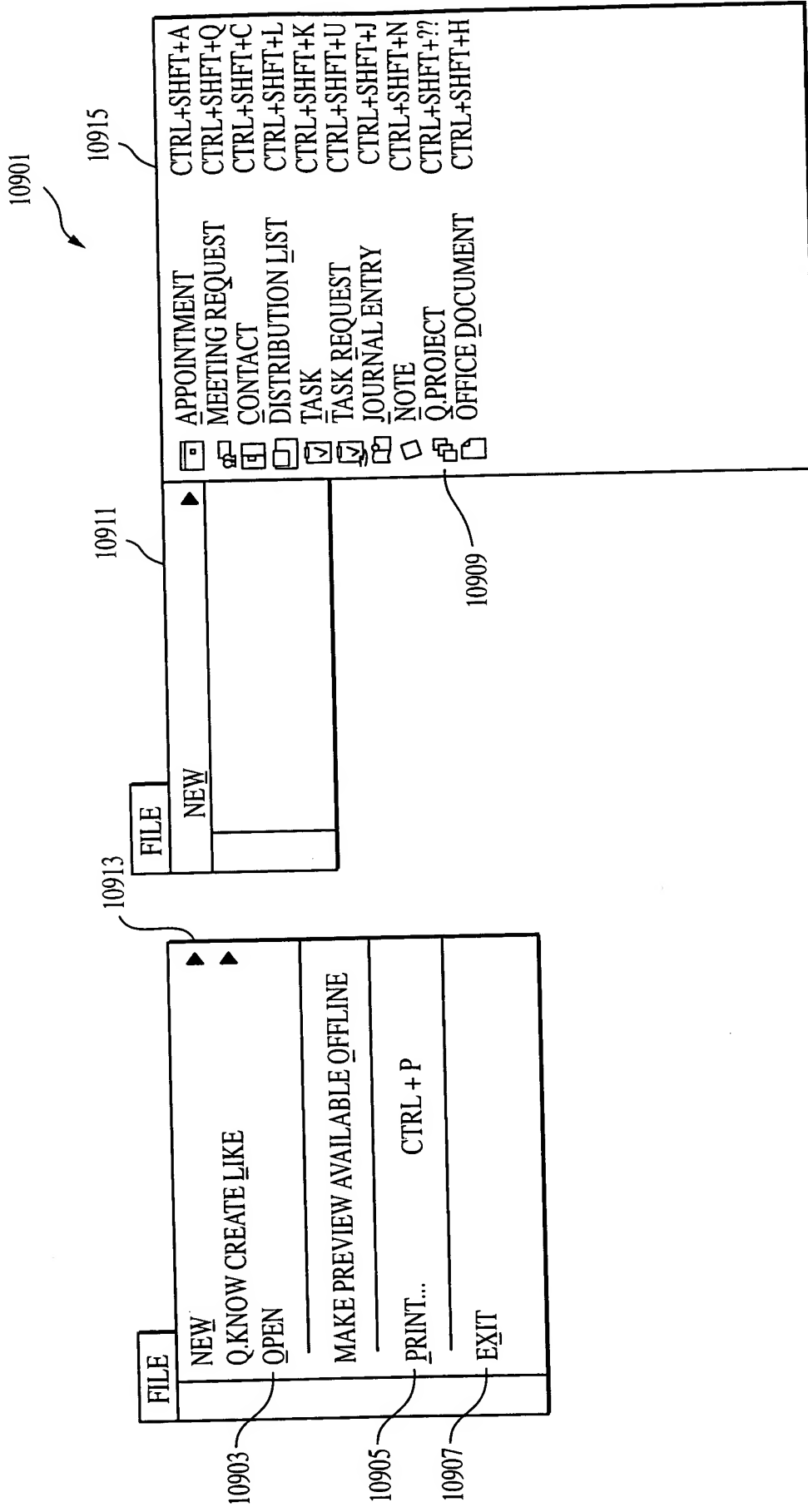


FIG. 109

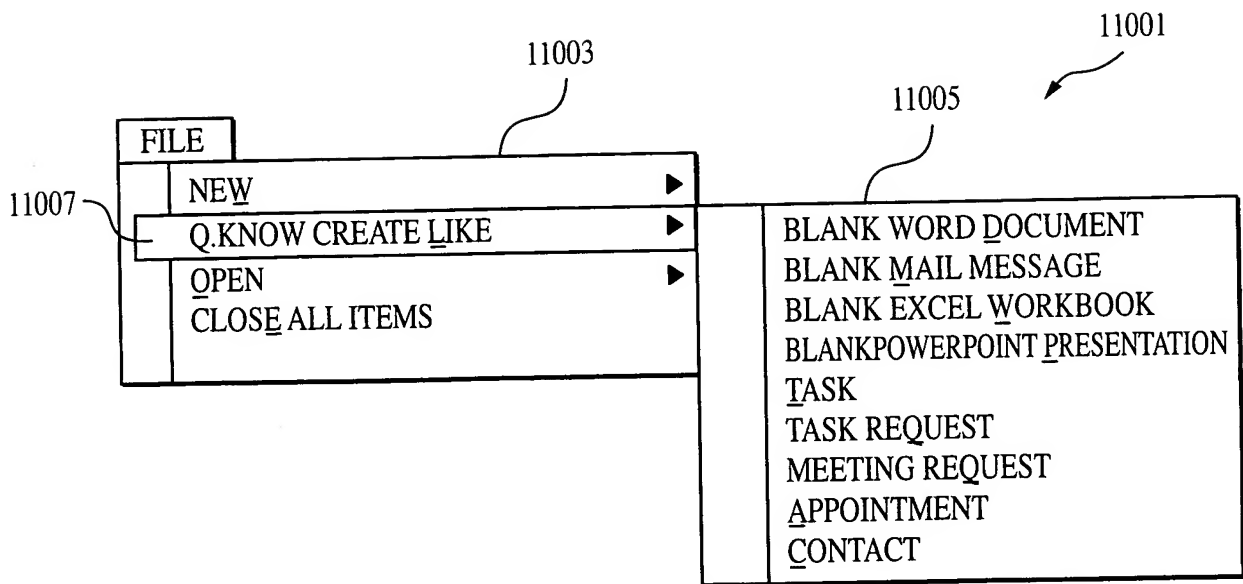


FIG. 110

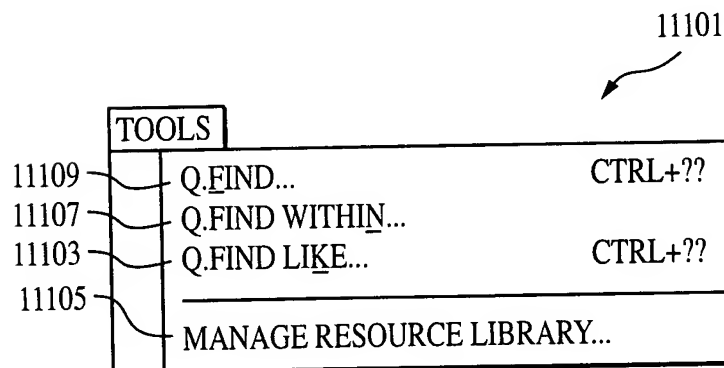


FIG. 111

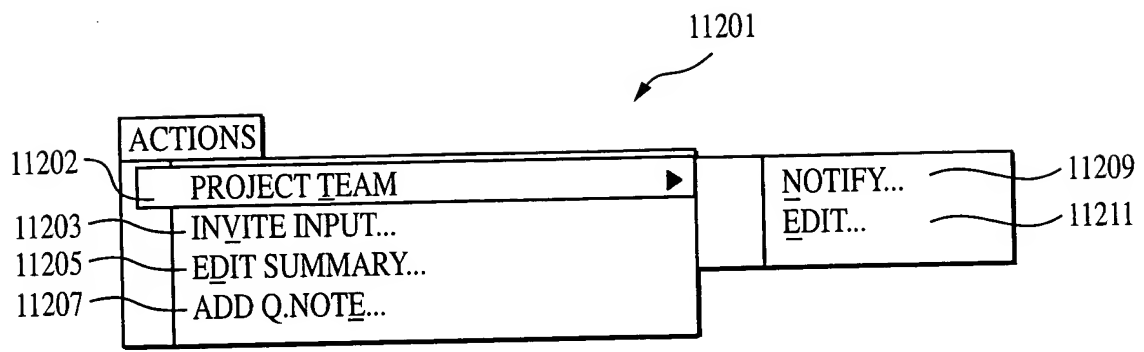


FIG. 112

11301

11305

11306

11309

11303

11311

11307

11313

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN:

☒ Q.KNOW SERVER
 ☐ MY Q.KNOW WORKING FOLDER
 ☐ MY RECENTLY Q.FILED ITEMS

ADVANCED Q.FIND

☒ Q.FIND
 ☒ Q.FIND
 ☒ Q.FIND

INCLUDE:

☐ MS OUTLOOK ITEMS
 ☐ MS OUTLOOK TASKS
 ☒ MS OFFICE DOCUMENTS
 ☐ Q.PROJECTS
 ☐ OTHERS

☒ EXCEL
 ☐ POWERPOINT
 ☐ WORD

SELECT Q.SET

ADD

KEYWORDS

ITEM PROPERTIES

DATES

FIND THIS TEXT:

WITHIN ITEM NAME:

WITHIN ITEM:

Q.FIND

CLEAR ALL

BASIC Q.FIND

SHOW:

MS EXCEL ONLY

DATE RANGE:

ENTIRE RANGE

Q.

0

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

OPEN

CANCEL

FIG. 113

11401

11407

11405

11409

11403

?

×

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☐ Q.KNOW SERVER ☒ MY Q.KNOW WORKING FOLDER ☐ MY RECENTLY Q.FILED ITEMS

SHOW: ▾

MS EXCEL ONLY ▾

DATE RANGE: ENTIRE RANGE ▾

Q. ☐

CHECKED OUT BY

NAME

DATE MODIFIED

SIZE

Q ☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

THU 5/30/2002 12:00 PM

7K

Q ☒

FIRST LASTNAME

EPSUM FACTORIAL NON DEPOSIT QUID PRO QUO HICES

WED 5/29/2002 12:00 PM

2.5 MB

FILE NAME:

OPEN

CANCEL

FIG. 114

11501

11505

11507

11509

11503

OPEN Q.KNOW ITEM - MS EXCEL

LOOK FOR ITEMS IN: ☐ Q.KNOW/SERVER ☐ MY Q.KNOW WORKING FOLDER ☒ MY RECENTLY Q. FILED ITEMS

SHOW:

Q.	CHECKED OUT BY	NAME	DATE MODIFIED	SIZE
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	THU 5/30/2002 12:00 PM	7K
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON	WED 5/29/2002 12:00 PM	2.5 MB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID PRO	FRI 1/31/2002 12:00 PM	3 KB
<input checked="" type="checkbox"/>	FIRST LASTNAME	EPSUM FACTORIAL NON DEPOSIT QUID	FRI 1/31/2002 12:00 PM	5 KB

FILE NAME:

FIG. 115



11601

11605

SAVE AS Q.KNOW ITEM APPLICATION NAME

11607

11609

11611

11613

SAVE IN: ☒ Q.KNOW SERVER ☐ MY Q.KNOW WORKING FOLDER

SELECT Q.PROJECTS... SELECT KEYWORDS... SELECT KEYWORD SET ADD Q.FILE LIKE...

FILING SUMMARY

LINKED Q.PROJECTS: Q.PROJ\_NAME\_20CHARAC...

ACTIVITY: SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PEOPLE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 PRODUCT: SUBROOT: KEYWORD  
 PLACE: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD  
 TIME: SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD, SUBROOT: KEYWORD

FILE NAME: BOOK1.XLS

SAVE AS TYPE: MICROSOFT EXCEL WORKBOOK

SAVE AND Q.FILE CANCEL

11603

11607

11609

FIG. 116

11701

11709

11711

11705

11703

SAVE AS Q.KNOW/ITEM - APPLICATION NAME

SAVE IN: ○ Q.KNOW SERVER ● MY Q.KNOW WORKING FOLDER ⓘ

SHOW: ▾ ALL ☐ ☐ ☐ ☒ ☐ ☐ DATE RANGE: ENTIRE RANGE ▾

NAME ▲	SIZE	TYPE	DATE MO...	CURRENT VERSION	CHECKED OUT BY
<input checked="" type="checkbox"/> LOREM IPSUM DOLOR SIT AMET	3 KB	MICROSOFT WORD...	MON 6/3...		1 FIRST LASTNAME
<input checked="" type="checkbox"/> LOREM IPSUM DOLOR SIT AMET	5 KB	MICROSOFT POWER...	FRI 5/31...		2 FIRST LASTNAME
<input checked="" type="checkbox"/> EPSUM FACTORIAL NON DEPOSIT	2 KB	MICROSOFT WORD...	FRI 5/31...		1 FIRST LASTNAME
<input checked="" type="checkbox"/> EPSUM FACTORIAL NON DEPOSIT	7 K	MICROSOFT EXCEL...	THU 5/3...		1 FIRST LASTNAME
<input checked="" type="checkbox"/> EPSUM FACTORIAL NON	2.5 MB	MICROSOFT EXCEL...	WED 5/2...		1 FIRST LASTNAME
<input checked="" type="checkbox"/> LOREM IPSUM DOLOR SIT AMET	80 KB	MICROSOFT WORD...	MON 3/3...		1 FIRST LASTNAME
<input checked="" type="checkbox"/> LOREM IPSUM DOLOR SIT AMET	91 KB	MICROSOFT POWER...	FRI 1/31...		1 FIRST LASTNAME

FILE NAME: BOOK1.XLS ▾

SAVE AS TYPE: MICROSOFT EXCEL WORKBOOK

SAVE

CANCEL

FIG. 117

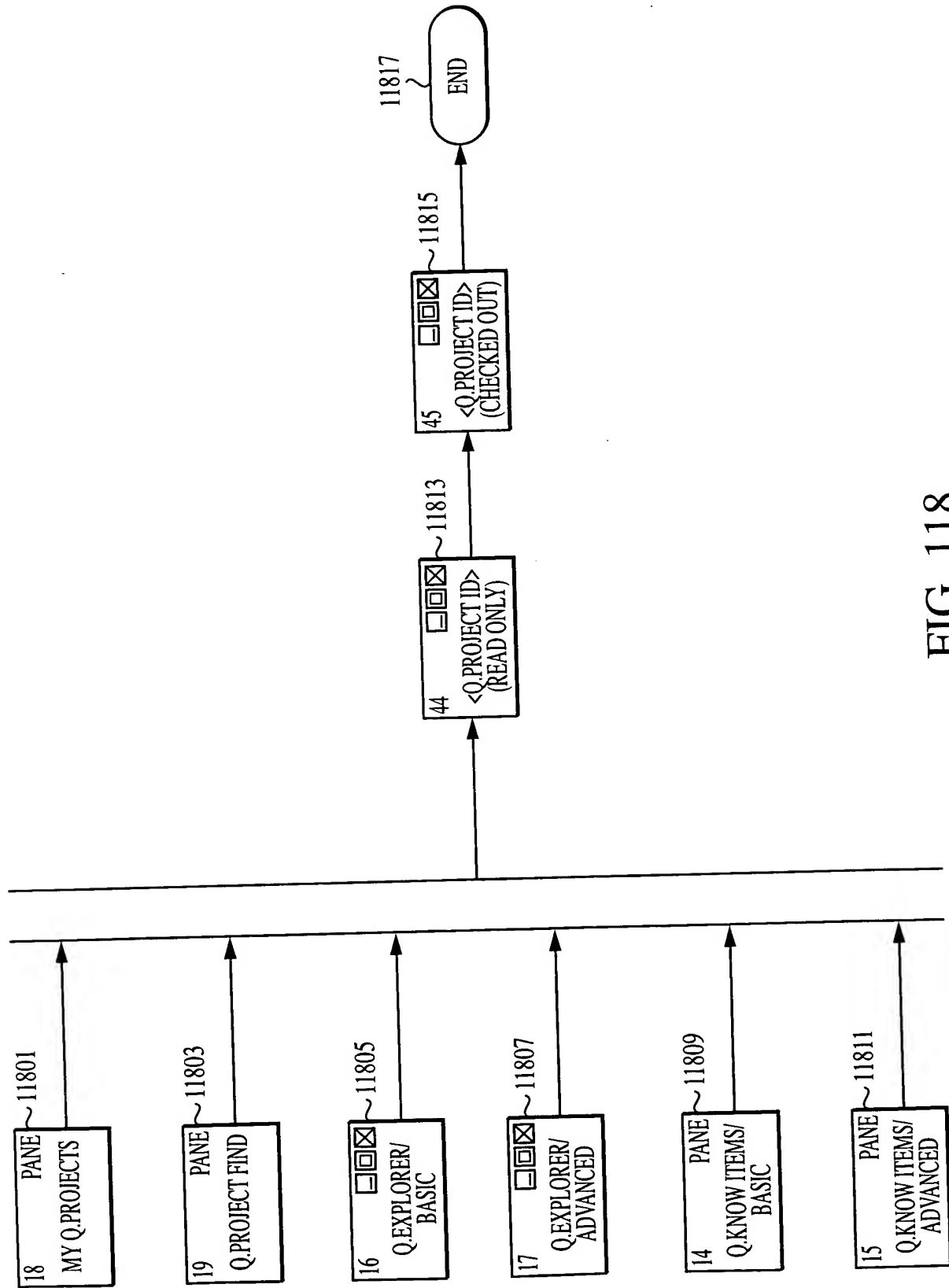


FIG. 118

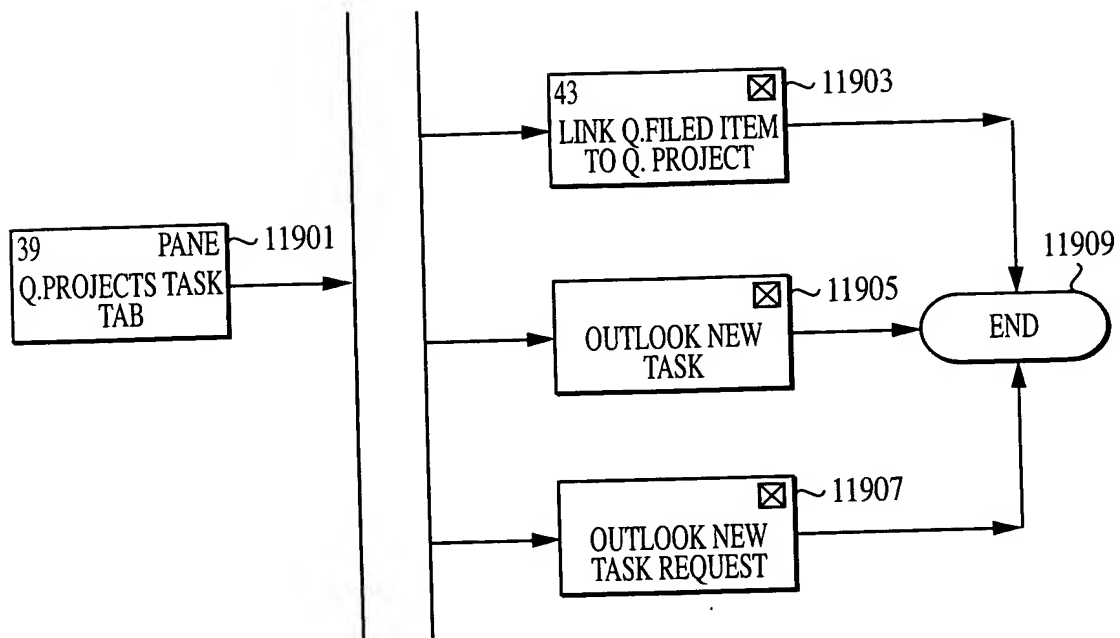


FIG. 119

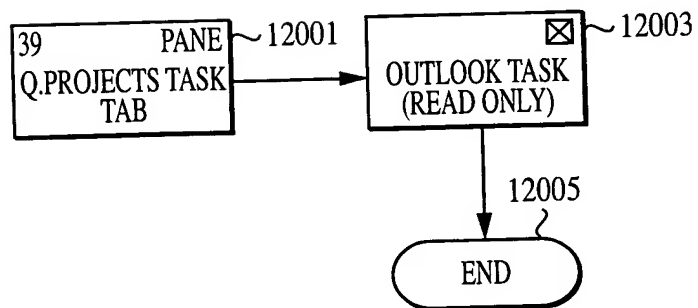


FIG. 120

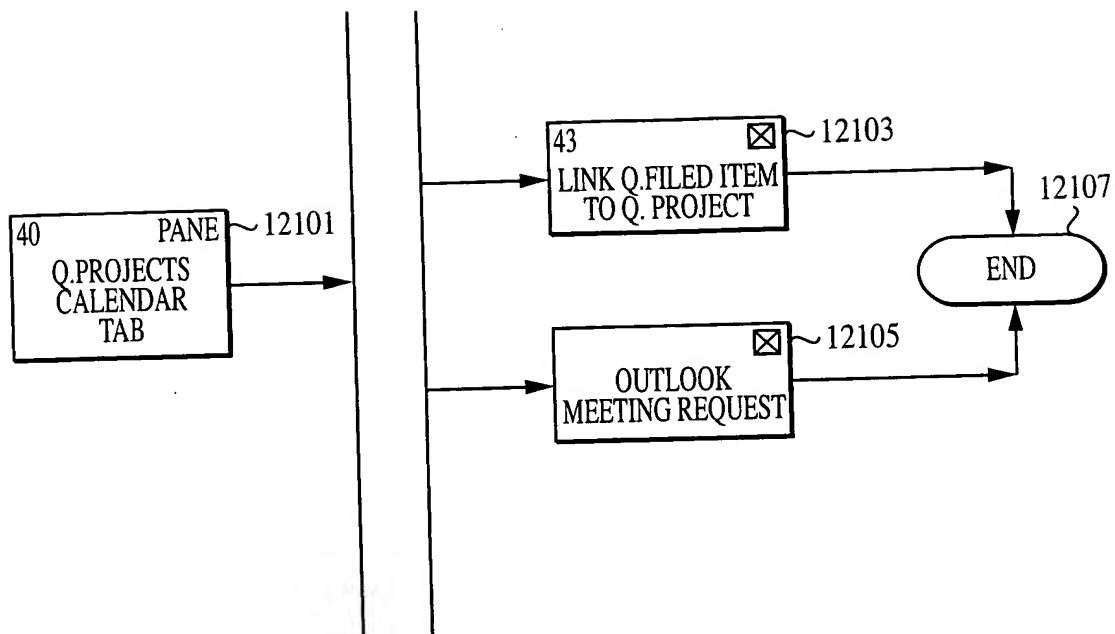


FIG. 121

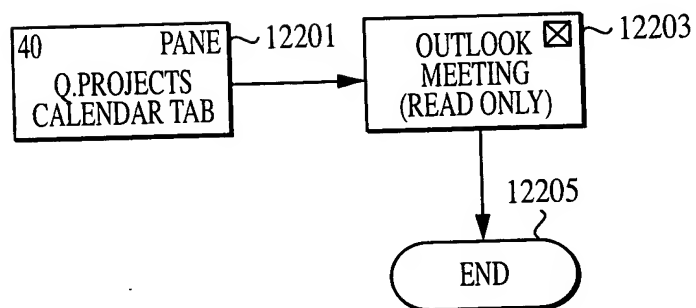


FIG. 122

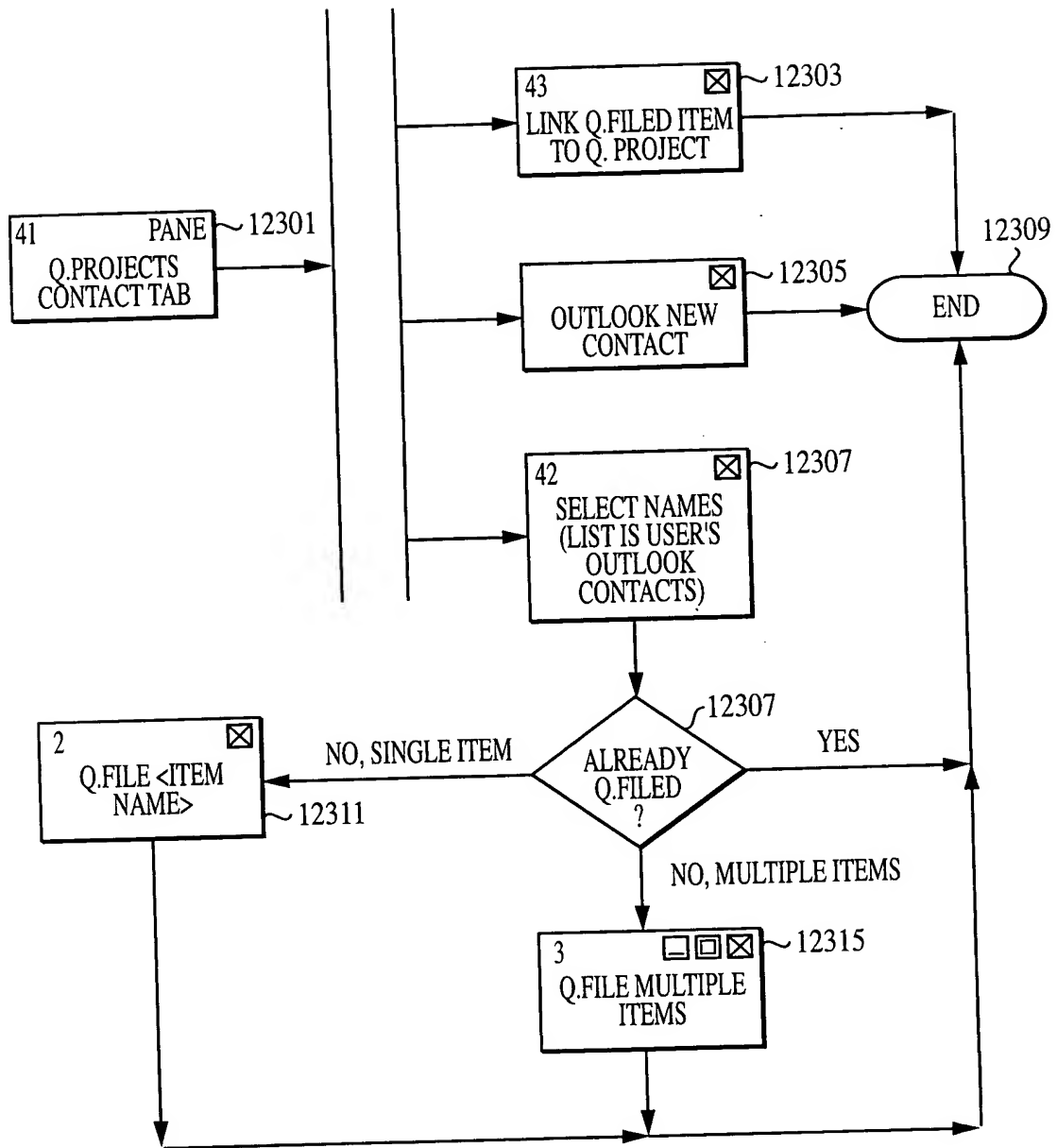


FIG. 123

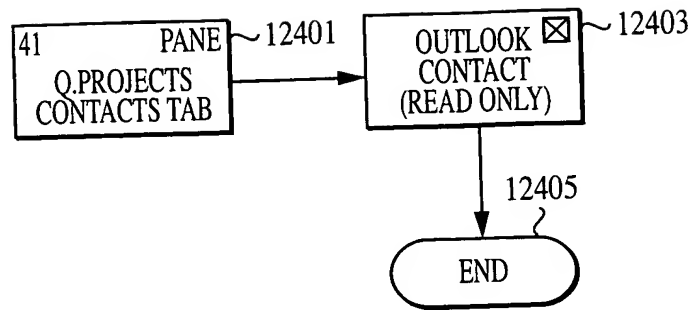


FIG. 124

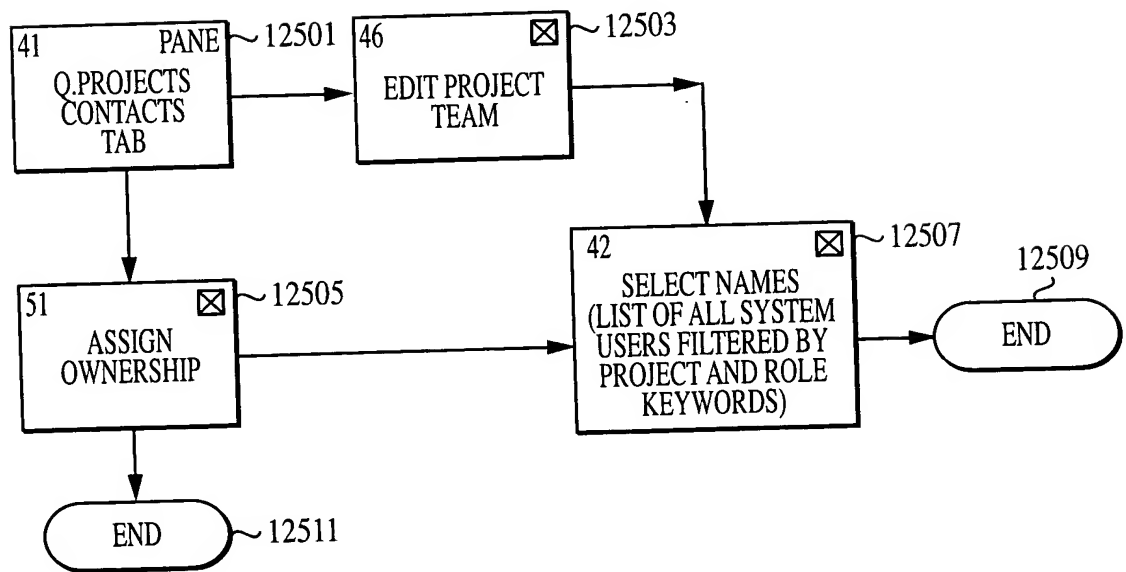


FIG. 125

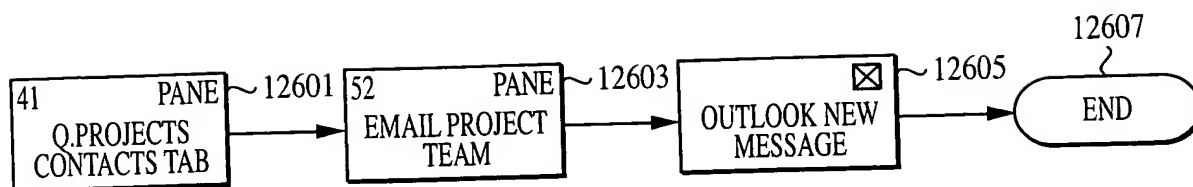


FIG. 126

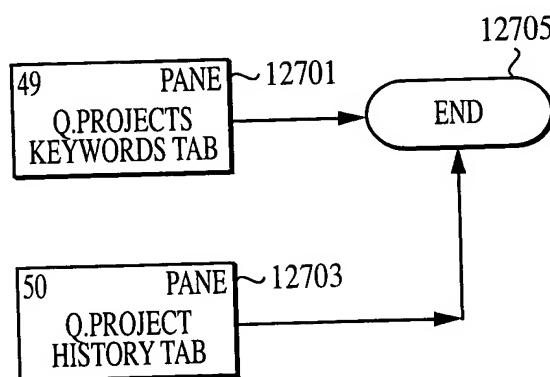


FIG. 127



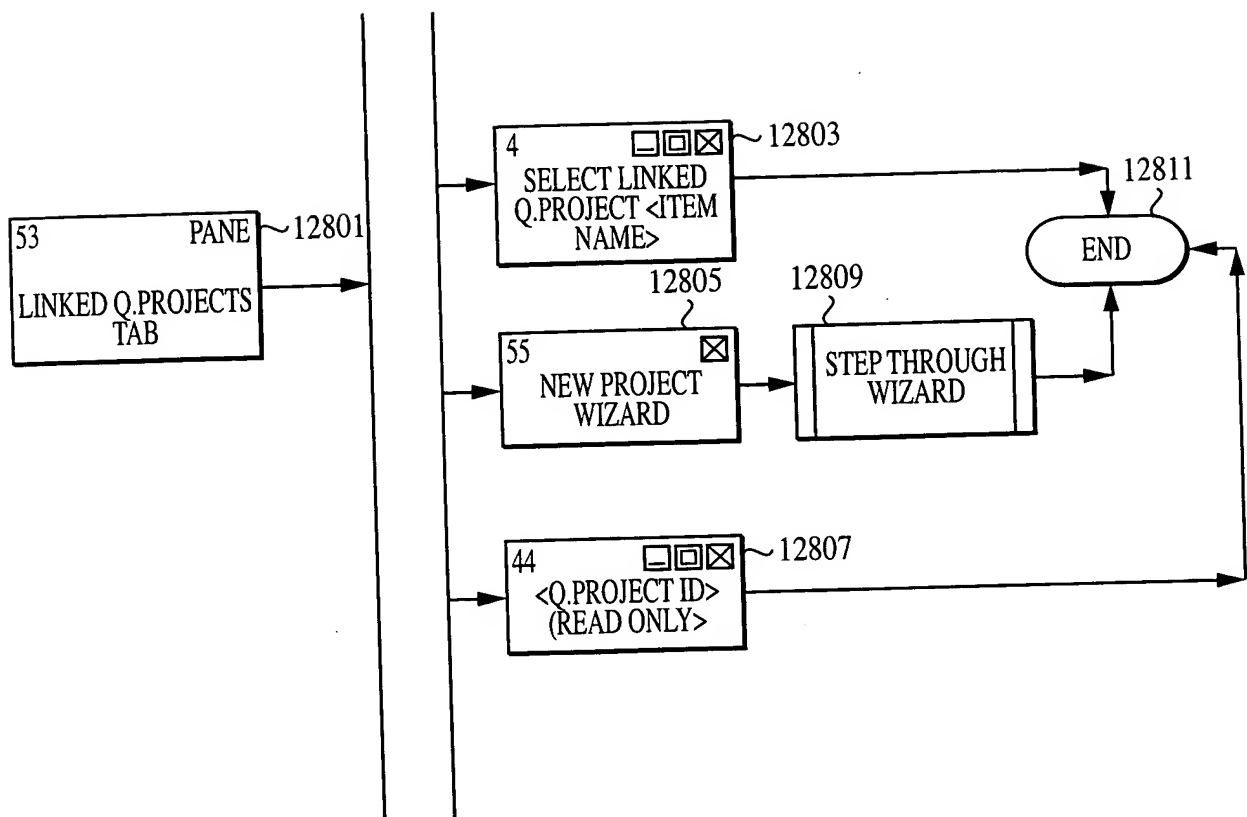


FIG. 128

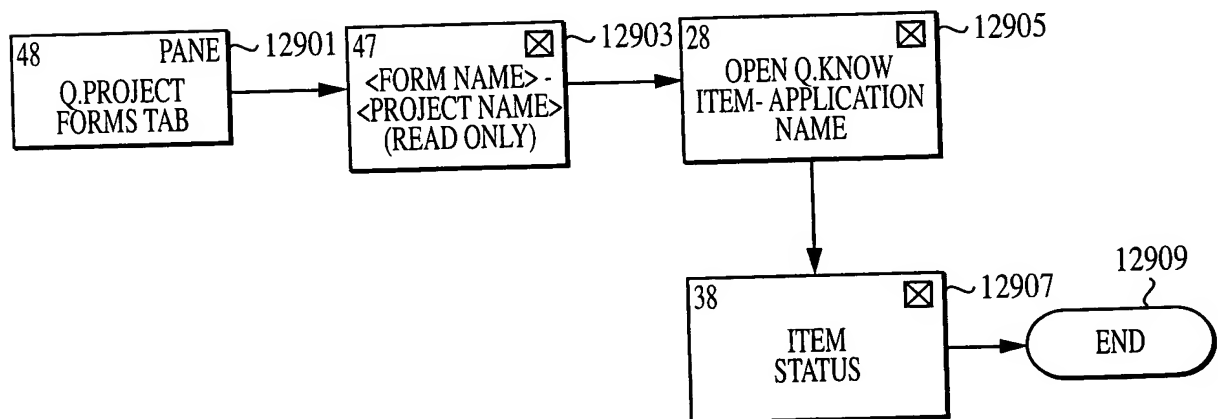


FIG. 129

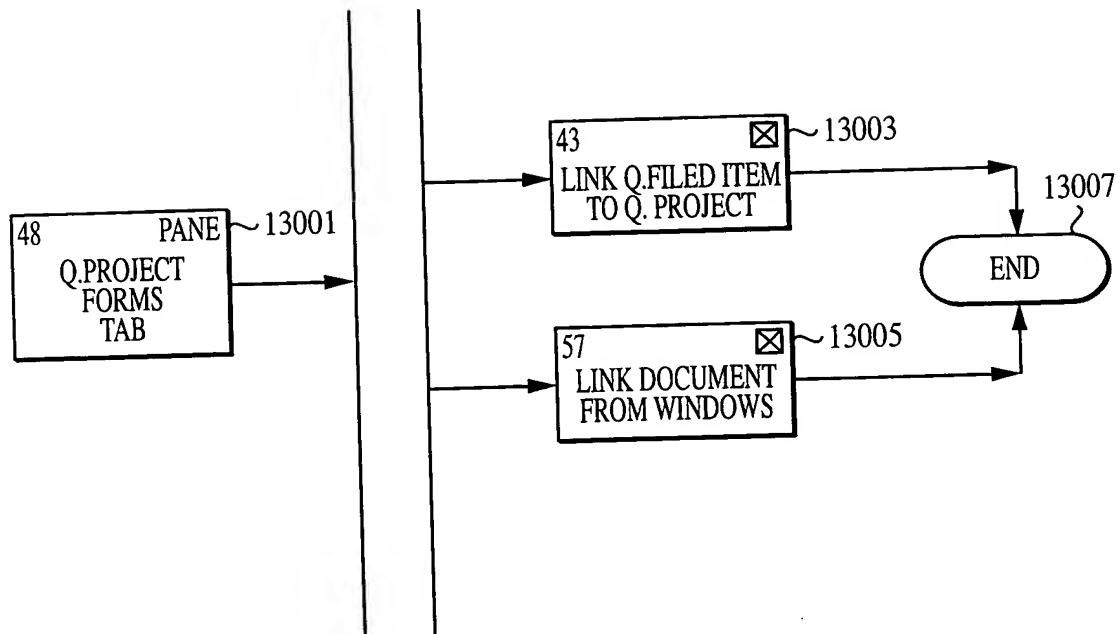


FIG. 130

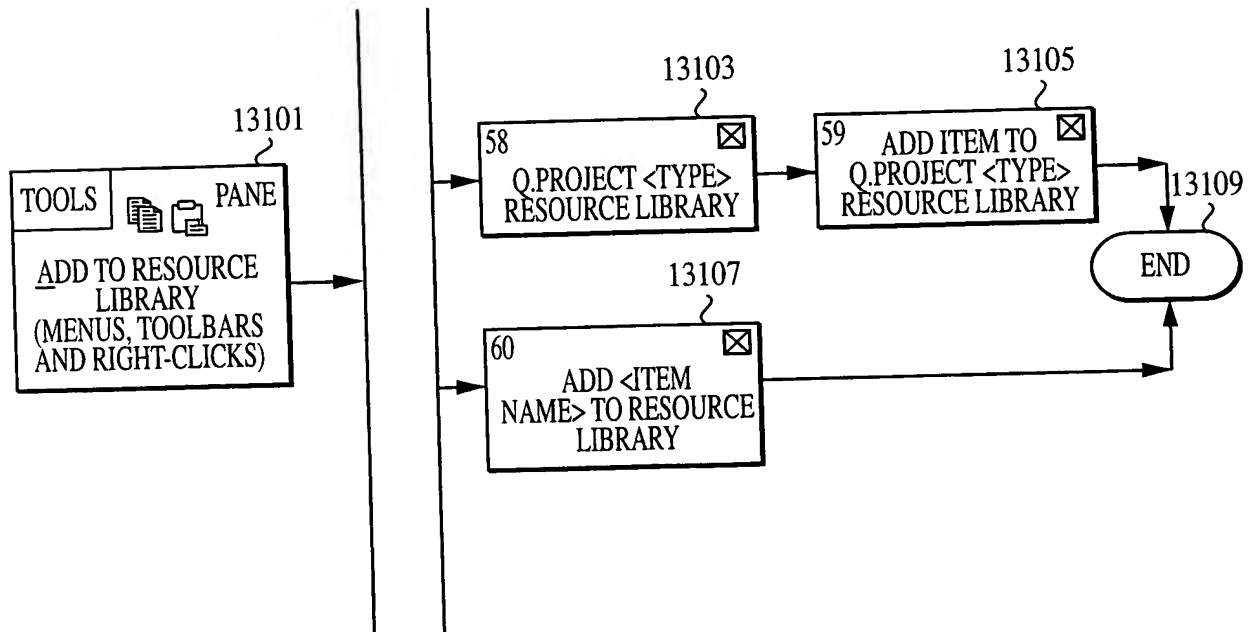


FIG. 131

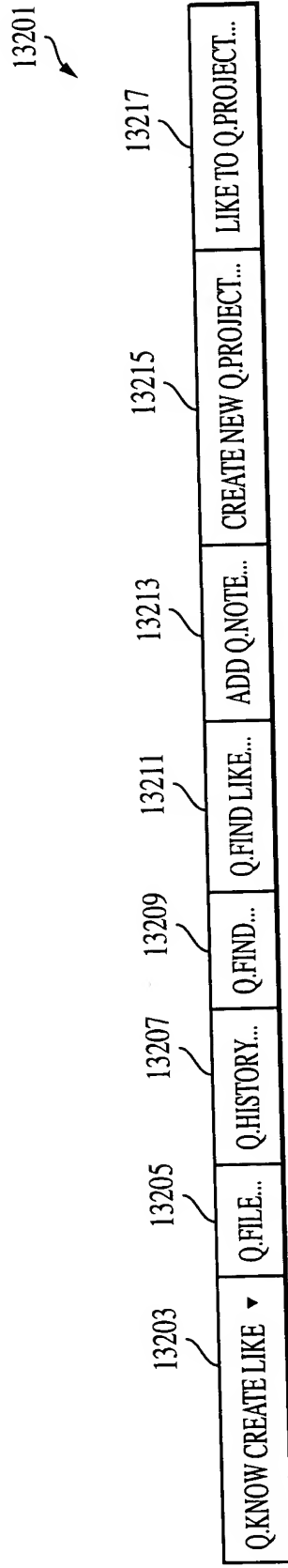


FIG. 132

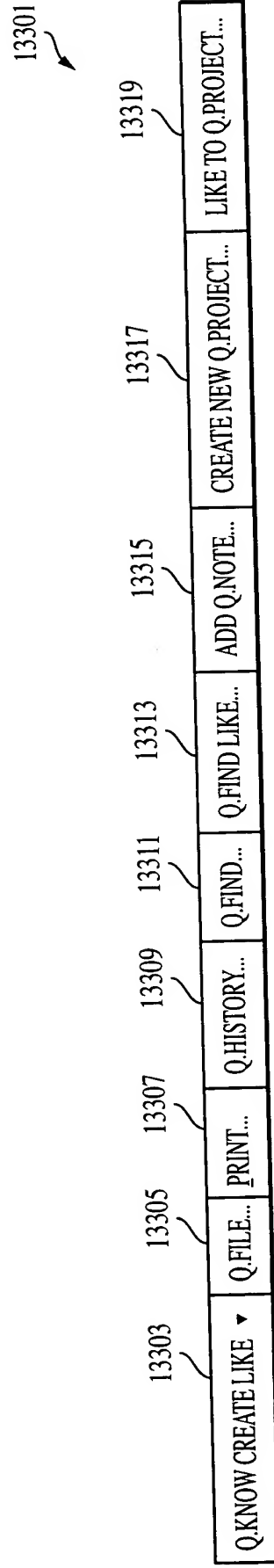


FIG. 133

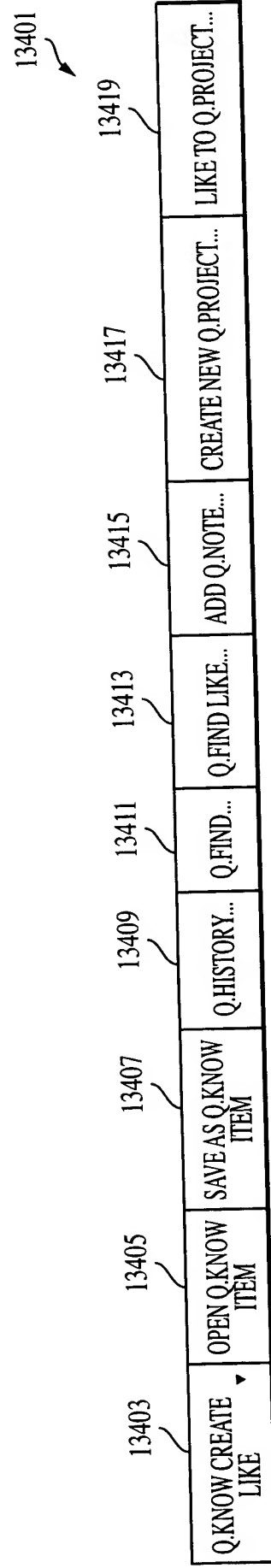


FIG. 134

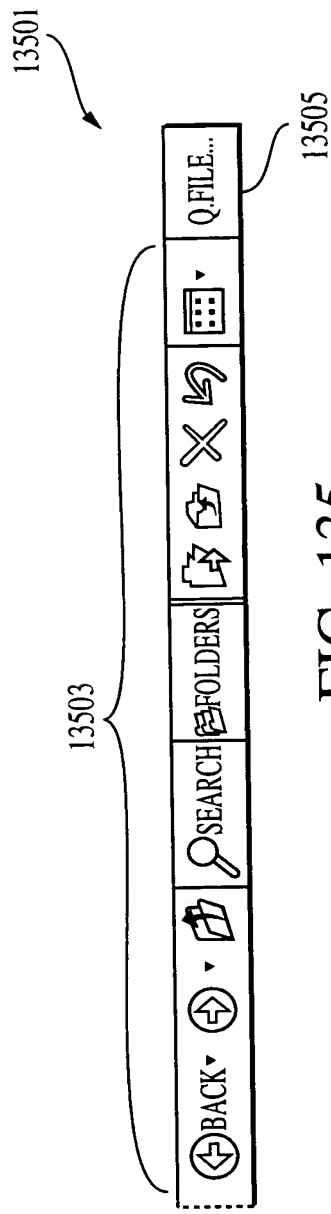


FIG. 135

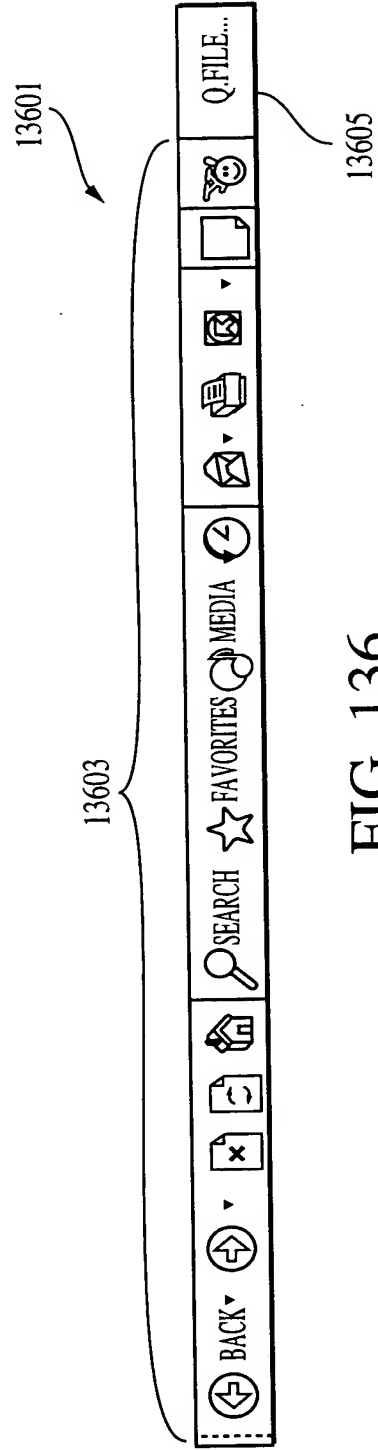


FIG. 136

FIG. 137 is a graphical user interface window. The title bar contains the text "Q. ITEM STATUS" and a close button (X). Below the title bar is a section labeled "ITEM". This section contains a table with three columns: "ITEM NAME", "ACTION", and "STATUS". The table has a header row with the same column names, and a data row below it. The data row contains the text "ITEM NAME", "ACTION TYPE", and "STATUS". A "CLOSE" button is located at the bottom right of the window. A label "13703" points to the right side of the window.

ITEM NAME	ACTION	STATUS
ITEM NAME	ACTION TYPE	STATUS

FIG. 137

FIG. 138 is a graphical user interface window. The title bar contains the text "Q. ITEM STATUS". Below the title bar is a section labeled "ITEM". This section contains a table with two columns: "RETRY" and "CANCEL". The table has a header row with the same column names, and a data row below it. The data row contains the text "RETRY" and "CANCEL". A label "13801" points to the top of the window, and a label "13803" points to the bottom of the window.

RETRY	CANCEL
RETRY	CANCEL

FIG. 138

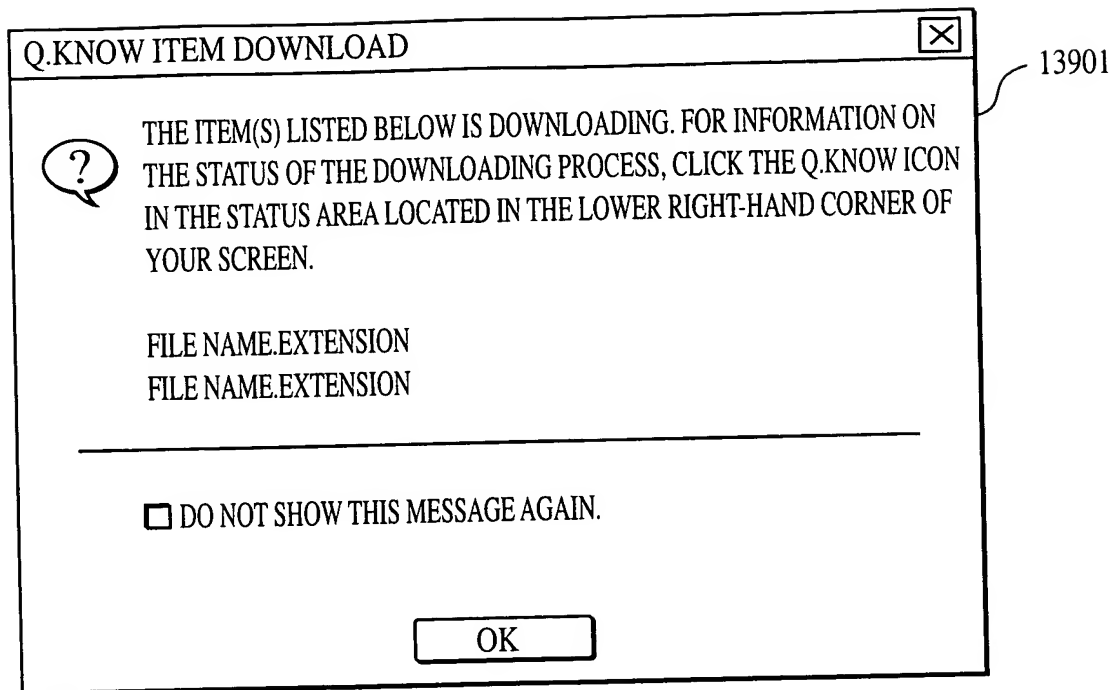


FIG. 139

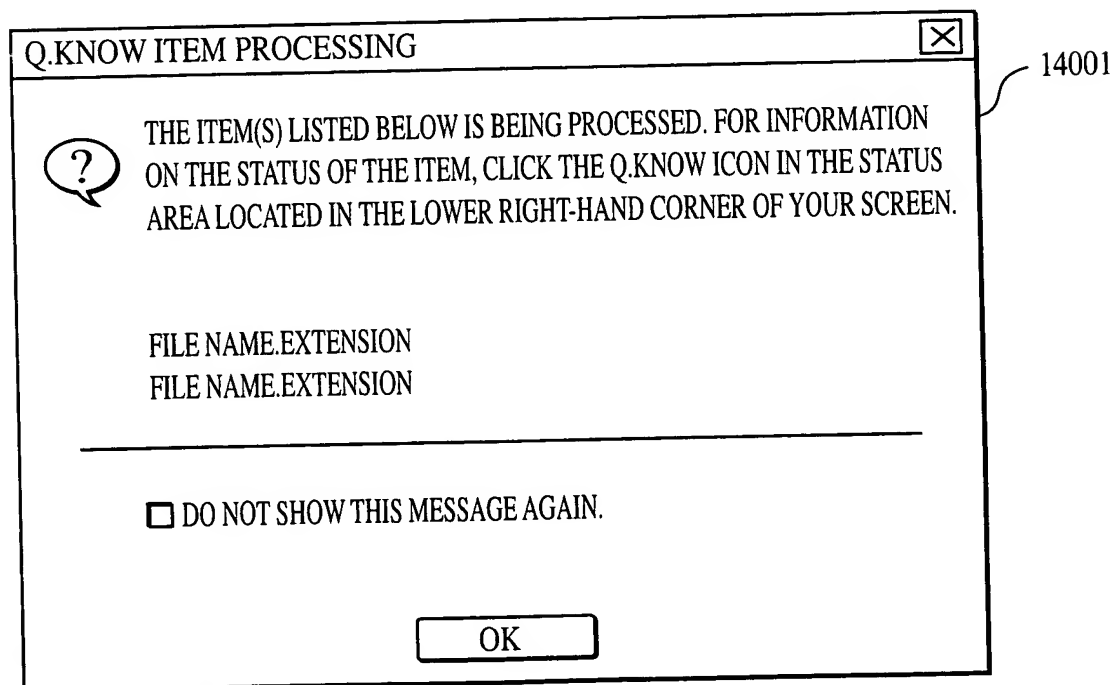


FIG. 140

CROSSWORKS MICROSOFT OUTLOOK						TYPE A QUESTION FOR HELP					
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP						14121					
Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO						14119					
OUTLOOK: DELETED ITEMS KNOW						14117					
BACK ADDRESS INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS											
RELATIONSHIPS VIEWS FAVORITES ROOTS						SIZE PROJEC... PROJE... VE... CEDANT ACTI...					
14105 14107 14109 14115 14103						MON 7/1/2002 10:48 AM 30 KB CIGNA... 1013 CIGNA UND...					
CLEAR ALL FIND PEOPLE BROKEH FILE COLLAPSE ALL						WED 6/26/2002 1:42 PM 30 KB CIGNA... 1011 CIGNA					
GUY MAKE FAVORITE USF MAKE VIEW WIL SWITCH TREE MODE						TUE 6/25/2002 5:05 PM 30 KB CIGNA... 1010 CIGNA					
CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS PLACES						MON 4/22/2002 9:03 AM 30 KB TEST99.. 1013 CHUBB CLAIMS					
PEOPLE BROKERS.AON						MON 4/22/2002 8:26 AM 30 KB WILD.M.. 1013 ACCE... CLAIMS					
FROM: CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL						WED 4/17/2002 9:41 AM 30 KB					
SUBJECT: CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL						WED 4/17/2002 8:49 AM 30 KB					
CC: ATTACHMENTS CIGNA - EARTHQUAKE - CAT XL 2002.DOC						14111					
PLEASE REVIEW THE ATTACHED PROPOSAL AND LET ME KNOW YOUR LEVEL OF INTEREST.											
REGARDS GREG@AON.COM											

**FIG. 141**

FIG. 142A

FIG. 142B

FIG. 142

14201

FIG. 142A

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMS/KNOW

RELATIONSHIPS

VIEWS FAVORITES/ROOTS

ACTIVITIES PEOPLE BROKERS AON GUY CARPENTER USF&G WILLIS FABER CEDANTS EMPLOYEES INSURED INVESTORS PARTNERS REGULATORS VENDORS PLACES

PEOPLE BROKERS.AON

INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

Q.KNOW™ TYPE PROJECT NAME PROJECT ID CEDANT NAME/DESCRIPTIONS DATE

<input checked="" type="checkbox"/>	YES	OUTLOOK APP...	CIGNA BURGLER...	1018	1018	MEET WITH TEAM	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOC...				PROJEC~1.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	PURDENTIAL - A...	1013	1013	PURDENTIAL - AMERICAN AIRLINES - FAC...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - EARTH...	1013	1013	CIGNA - EARTHQUAKE CAT XL 2002 R...	7/30/2...
<input checked="" type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...				PROJECT1007.DOC1.DOC	
<input checked="" type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC7.DOC	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL				CIGNA - FIDELITY - EXCESS OF LOSS COVER	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL - 2002	
<input checked="" type="checkbox"/>	YES	WORD DOCU...				PROJECT1013.DOC2.DOC	
<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL				CIGNA - AVIATION XL UW YR 2002 CO...	7/30/2...
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL - 2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - INLAND MARINE - TTY 1ST SURPLUS	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL - 2002	
<input checked="" type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL - 2002	

TYPE A QUESTION FOR HELP

14207

14203

14205



	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA - CASU...	1017	1017	CIGNA - CASUALTY - TTY PRORATA QUOTA... 7/30/2...
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1015.DOC1.DOC
	<input checked="" type="checkbox"/>	YES	UNKNOWN				CIGNA - PROPERTY TTY - PR 2000.MSG
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC4.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1004.DOC3.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~2.DOC
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1013.DOC7.DOC
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA - PROPERTY - XL 2001 COVER
	<input type="checkbox"/>	YES	Q.KNOW PROJECT				CIGNA BURGLARY AND THEFT TTY XL -2002
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1010	1010	CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1012.DOC6.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~1.DOC
	<input checked="" type="checkbox"/>	YES	OUTLOOK EMAIL	CIGNA BURGLAR...	1008	1008	CIGNA BURGLARY AND THEFT TTY XL -2002 7/30/2...
	<input type="checkbox"/>	YES	WORD DOCU...				PROJEC~2.DOC
	<input checked="" type="checkbox"/>	YES	UNKNOWN				UPDATE FINANCIAL REPORT ON AON.MSG
	<input type="checkbox"/>	YES	WORD DOCU...				PROJECT1018.DOC1.DOC
							14203

FIG. 142B

FIG. 143B

14301

14301

[illegible]

14305	<input checked="" type="checkbox"/>	14303 @ GREG@AON.COM @ GREG@AON.COM FROM: SUBJECT: AON - CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001 CC: SEAN (SEAN@ABCRE.COM) ATTACHMENTS CIGNA - AMERICAN AIRLINES - 4TH LAYER XL 2001.DOC	PRUDENTIAL PROPERTY XOL 2001 CIGNA - INLAND MARINE - TTY 1ST SURPLUS TUES 7/30/2002 2:21 PM 30 KB TUES 7/30/2002 2:21 PM 29 KB
			14311

FIG. 143B





14501

14511

14503

14505

## UNDERWRITING YEAR.2001

14601

[illegible]

14701

FIG. 147

ACROSSWORKS MICROSOFT OUTLOOK

[FILE] EDIT VIEW FAVORITES TOOLS ACTIONS HELP  
Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾  
⇐ BACK ⇨ □ ▾ ADDRESS | OUTLOOK:DELETED ITEMS QKNOW  
RELATIONSHIPS  
VIEWS | FAVORITES | ROOTS  

14703

☐ WATERCRAFT

☐ WORKERIES COMPENSATION

☒ PRODUCT TYPE

☐ ALL RISKS/OPEN PERIL

☒ EXCESS OF LOSS

☐ EXCESS OF LOSS-CAT EXCSS

☐ EXCES OF LOSS-PER OCCURENCE EXCSS/CLASH C

☐ EXCESS OF LOSS-PER RISK

☐ FACULTATIVE

☐ FINITE

☐ LOSS PORTFOLIO REINSURANCE

☐ NAMED PERILE (+)

☐ TTY-PRO RATA-QS

☐ TTY-PRO RATA-SURPLUS

☐ TTY-PRO RATA-VARIABLE QS

PEOPLE — 14705  
BROKERS.AON  
CEDANTS.CIGNA  
PRODUCTS  
PRODUCT CLASS AIRCRAFT/AVIATION LIABILITY/HULL  
PRODUCT TYPE EXCESS OF LOSS  
TIME  
UNDERWRITING YEAR.2001

TYPE A QUESTION FOR HELP ▾  
14709  
CONTACTS  
START END PROJECT ID PROJECT NAME ACTIVITY CEDANT VENDOR  
THERE ARE NO ITEMS TO SHOW IN THIS VIEW.  
14707







14901

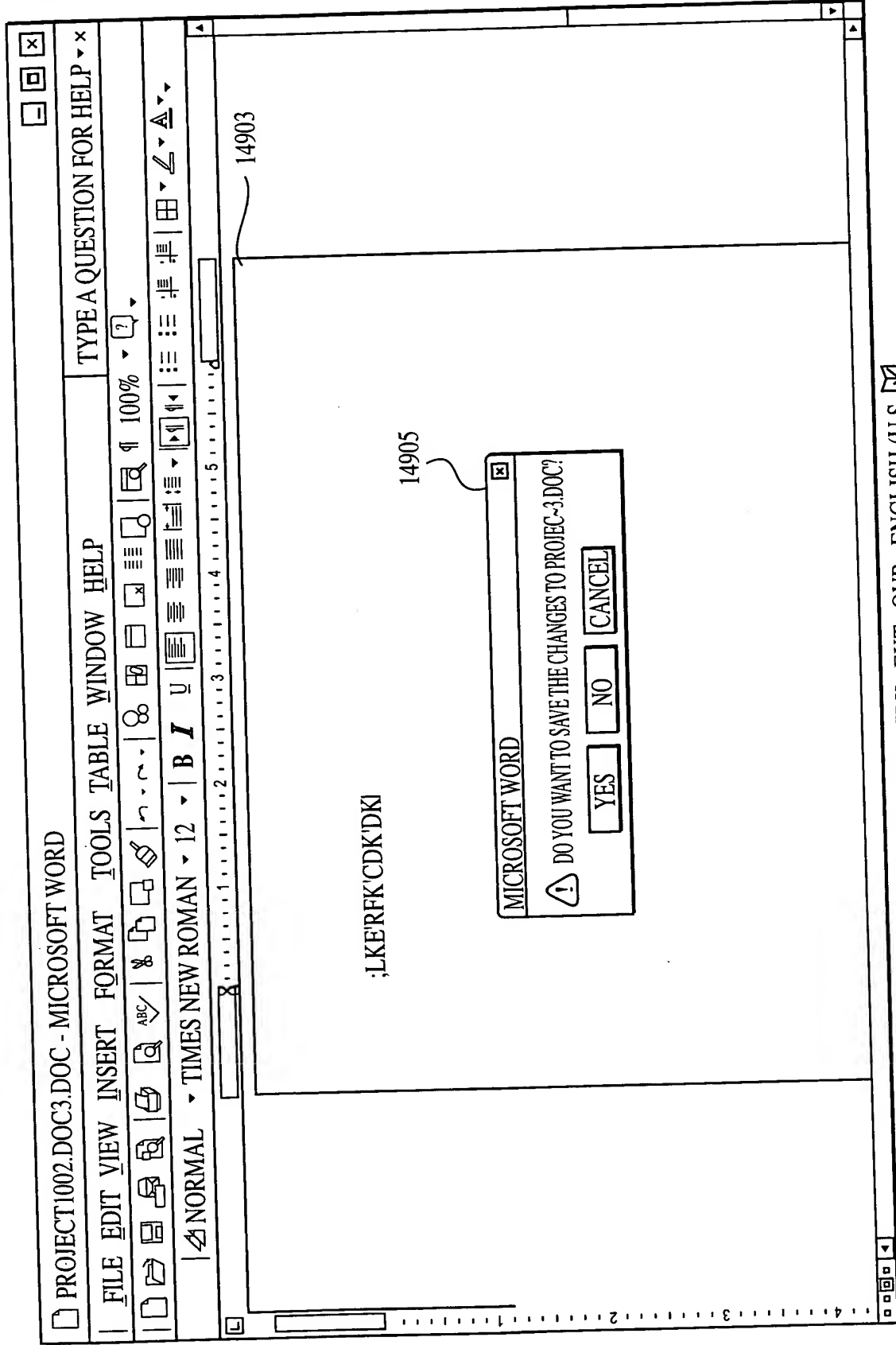


FIG. 149

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW FILE CREATE ADD TO FORWARD DEMO

BACK ADDRESS OUTLOOK:DELETED ITEMS\KNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

WORKER/YES COMPENSATION

PRODUCT TYPE

ALL RISKS/OPEN PERIL

EXCESS OF LOSS

EXCESS OF LOSS-CAT EXCESS

EXCESS OF LOSS-PER OCCURRENCE EXCESS/CLASH COVER/CONTINGENCY COVER

EXCESS OF LOSS-PER RISK

FACULTATIVE

FINITE

LOSS PORTFOLIO REINSURANCE

NAMED PERILE (+)

TTY-PRO RATA-QS

TTY-PRO RATA-SURPLUS

TTY-PRO RATA-VARIABLE QS

UMBRELLA LIABILITY

ACTIVITIES

RENEWAL.1002

PEOPLE

CEDANTS.CIGNA

BROKERS.AON

INSURED.CIGNA

PRODUCTS

PRODUCT CLASS.PROPERTY

PRODUCT TYPE.TTY-PRO RATA QS

TIME UNDERWRITING YEAR.2000

Q KNOW PROJECT NAME PROJECT ID UNW YEAR CEDANT

YES CIGNA - PROPERTY TTY - PR 2000 1002 CIGNA

YES CIGNA - PROPERTY TTY - PR 2000 1002 CIGNA

YES CIGNA - AVIATION XL UNW YR 2002 COVER 1003 CIGNA

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... 1004 CIGNA

YES CIGNA - EARTHQUAKE CAT XL 2002 REN... 1005 CIGNA

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS 1006 CIGNA

YES CIGNA - PROPERTY - XL 2001 COVER 1007 CIGNA

YES GNA BURGLARY AND THEFT TTY XL - 2002 1008 CIGNA

YES GLOBAL EXCESS - ACCIDENT & HEALTH TTY... 1009 GLOBAL...

YES CIGNA BURGLARY AND THEFT TTY XL - 2002 1010 CIGNA

YES CIGNA - PROPERTY - XL 2001 COVER 1011 CIGNA

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... 1012 CIGNA

YES CIGNA - EARTHQUAKE CAT XL 2002 REN... 1013 CIGNA

YES AMERICAN AIRLINES - LIABILITY XL 2ND LAYER 1014 CHUBB

YES CIGNA - AVIATION XL UNW R 2002 COVER 1015 CHUBB

YES PRODUCTS LIABILITY - TTY PR - QS 2001 1016

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH... 1017 CIGNA

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS 1018 CIGNA

YES

15003

15007

15009

FIG. 150B

150

15005

**FIG. 150A**



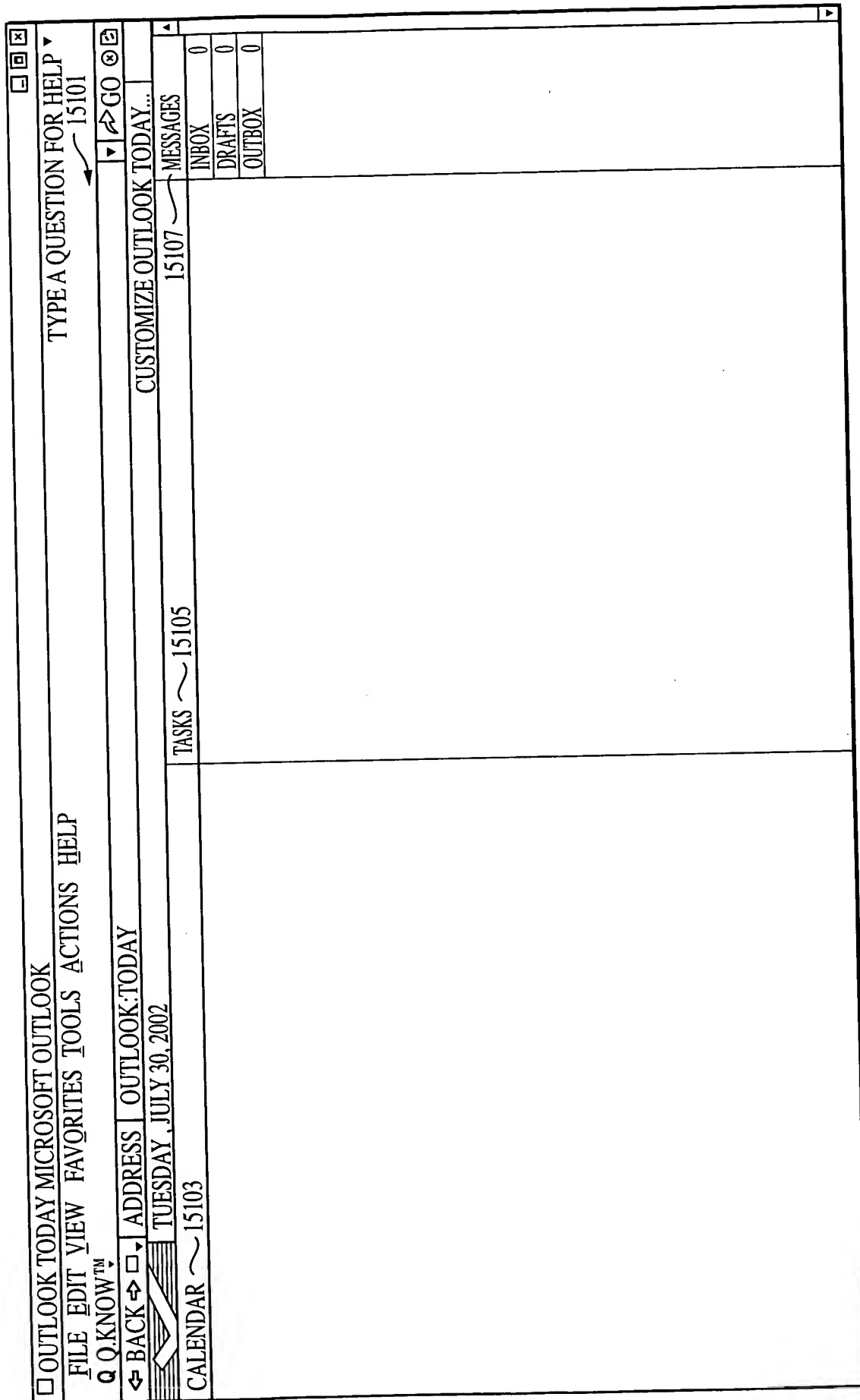


FIG. 151

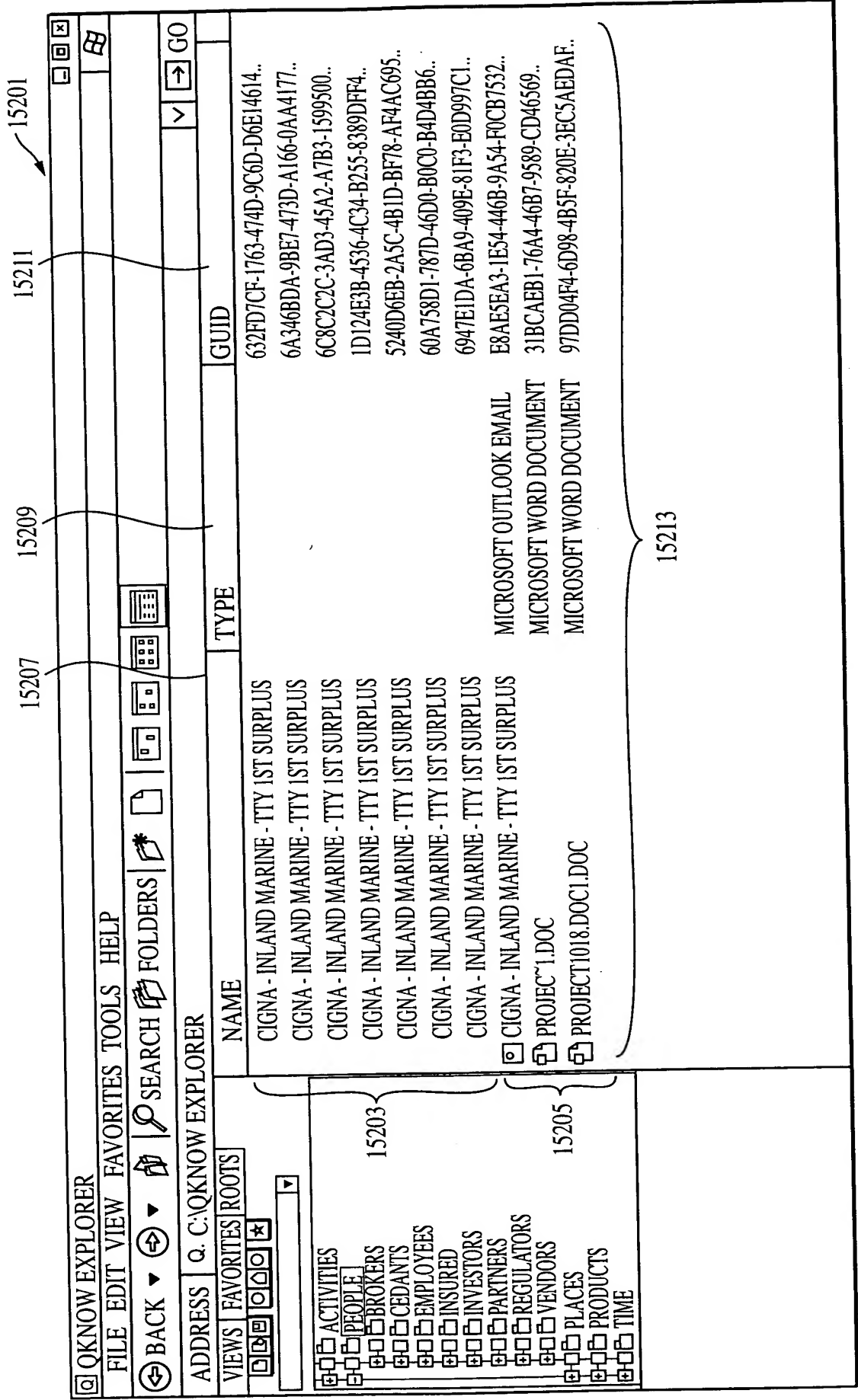


FIG. 152

ACROSSWORKS MICROSOFT OUTLOOK									
TYPE A QUESTION FOR HELP ▾									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP									
Q.Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▴									
OUTLOOK-DELETED ITEMS I KNOW									
BACQKNOW ADDRESS RELATIONSHIPS VIEWS FAVORITES ROOTS									
INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS									
!Q.KNOW™ FROM SUBJECT RECEIVED SIZE PROJEC... VE... CEDANTACTI...									
<input checked="" type="checkbox"/> Q ROY@AON.COM CIGNA - AVIATION XL U/W YR 2002 COVER THU 7/9/2002 3:46 PM 30 KB CIGNA... 1015 UND... <input checked="" type="checkbox"/> Q BOB@WILLIS.COM AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM 30 KB AMERI... 1014 CHUBB CLAIMS <input checked="" type="checkbox"/> Q GREG@AON.COM CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM 30 KB CIGNA... 1013 CIGNA UND... <input checked="" type="checkbox"/> Q GREG@AON.COM CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM 30 KB CIGNA... 1011 CIGNA <input checked="" type="checkbox"/> Q DAVE.(DAVE@AON.COM) CIGNA BURGLARY AND THEFT TTY XL-2002 TUE 6/25/2002 5:05 PM 30 KB CIGNA... 1010 CIGNA <input checked="" type="checkbox"/> Q ROY@AON.COM PRUDENTIAL-AMERICAN AIRLINES-FAC COVER MON 4/22/2002 9:03 AM 30 KB TESTY9... 1013 CHUBB CLAIMS <input checked="" type="checkbox"/> Q ROBERT@WILLIS.COM GLOBAL EXCESS-ACCIDENT & HEALTH TTY PR... MON 4/22/2002 8:26 AM 30 KB WILDM... 1013 ACCE... CLAIMS <input checked="" type="checkbox"/> Q GREG@AON.COM CIGAN - PROPERTY TTY - PR 2000 WED 4/17/2002 9:41 AM 30 KB <input checked="" type="checkbox"/> Q ROY@AON.COM PRUDENTIAL - AVIATION XOL COVER WED 4/17/2002 8:49 AM 30 KB 									
FROM: 15309									
SUBJECT: CIGNA - AVIATION XL U/W YR 2002 COVER									
CC:									
ATTACHMENTS CIGNA - AVIATION XL 2002.DOC									
SEAN									
HERE ARE THE RENEWAL OF THE 2001 AVIATION XL 2002 COVER. MOST OF THE TERMS REMAIN THE SAME AS LAST YEAR. TAKE A LOOK AND LET ME KNOW IF YOU ARE INTERESTED IN PARTICIPATING THIS YEAR.									
RAGARDS									
ROY@AON.COM									
TIME UNDERWRITING YEAR.2002									

**FIG. 153**



**FIG. 154**



TYPE A QUESTION FOR HELP

15501

GO

CALENDAR		RESULTS			INSURED	LAST MO
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER			
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT/AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
		PENDING			7/4/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/9/20	
		PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

INPUT REQUESTED

15511

REQUEST

ANSWER

15517

FIG. 155B



TYPE A QUESTION FOR HELP ▼						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/4/20	
	EXCESS OF LOSS	PENDING	AON		7/9/20	
	EXCESS OF LOSS	PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	

PENDING

4/14/2002 12:00 AM

2002

TUESDAY, JANUARY 01, 2002

MONDAY, SEPTEMBER 30, 2002

FIG. 156B

FIG. 156C

FIG. 156C

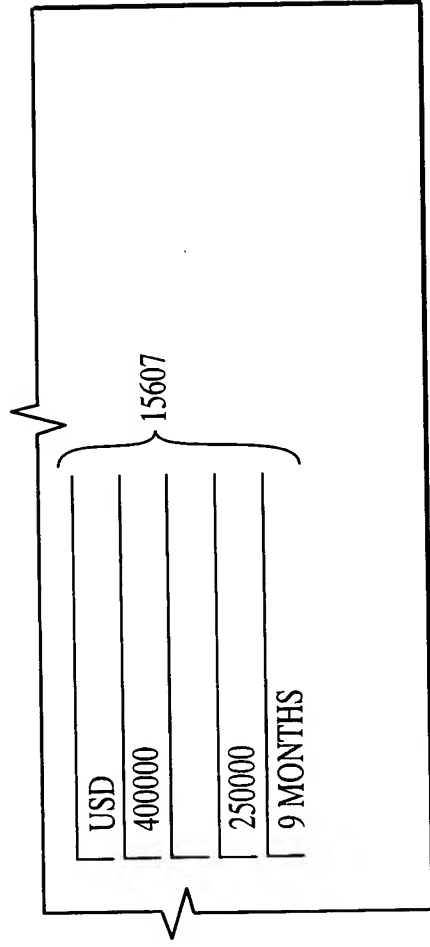


FIG. 156D

FIG. 157A

FIG. 157B

FIG. 157

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶

◀ BACK Q.KNOW ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

Q.KNOW™ PROJECT NAME

Q.KNOW™ PROJECTS

TASKS

CONTACTS

Q.KNOW™	PROJECT NAME	PROJECT ID	U/W YEAR	CEDANT
YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGNA - PROPERTY TTY - PR 2000	1002	2000	CIGNA
YES	CIGNA - AVIATION XL UWYR 2002 COVER	1003	2002	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1004	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1005	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1006	2000	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1007	2001	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1008	2002	CIGNA
YES	CIGNA - BURLARY AND THEFT TTY XL - 2002	1009	2001	GLOBAL...
YES	GLOBAL EXCESS - ACCIDENT & HEALTH TTY...	1009	2001	GLOBAL...
YES	CIGNA - BURLARY AND THEFT TTY XL - 2002	1010	2002	CIGNA
YES	CIGNA - PROPERTY - XL 2001 COVER	1011	2001	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1012	2002	CIGNA
YES	CIGNA - EARTHQUAKE CAT XL 2002 REN...	1013	2002	CIGNA
YES	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	1014	2002	CHUBB
YES	CIGNA - AVIATION XL UWYR 2002 COVER	1015	2002	CHUBB
YES	PRODUCTS LIABILITY - TTY PR - QS 2001	1016	2002	CIGNA
YES	CIGNA - CASUALTY - TTY PRORATA QUOTA SH...	1017	2002	CIGNA
YES	CIGNA - INLAND MARINE - TTY 1ST SURPLUS	1018	2000	CIGNA

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

INSURED.CIGNA

TIME

UNDERWRITING YEAR.2002

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

ALL CEDANT WORKGROUP BROKER INSURED VENDORS 15709

Q.KNOW™ COMPANY BUSINESS PHONE PROJECT NAME

CLICK HERE TO ADD...

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 157A



TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	TTY - PRO RATA ...	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/4/20	
	EXCESS OF LOSS	PENDING	AON		7/9/20	
		PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA ...	PENDING	AON	CHUBB	7/29/2	

FIG. 157B



TYPE A QUESTION FOR HELP ▼						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO...	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON		6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON		7/4/20	
		PENDING	AON		7/9/20	
		PENDING	AON		7/16/2	
CASUALTY	TTY - PRO RATA - ...	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ...	PENDING	AON	CHUBB	7/29/2	
<div> <div>CONTRACT %</div> <div>100% EPI</div> <div>ATTACH POINT</div> <div>EXCHANGE RATE</div> </div>						

	OUR SHARE EPI	
	OVERRIDE %	
	TAXES %	
	CASH LOSS LIMIT	
	SLIDING SCALE COMMISSION MIN %	
	PREMIUM PORTFOLIO %	
	PREMIUM RESERVES %	
	SETTLEMENT DAYS	

FIG. 158C

COMMISSION %	
BROKERAGE %	
CASH LOSSES	
PROFIT COMMISSION %	
SLIDING SCALE COMMISSION MAX %	
LOSS PORTFOLIO %	
LOSS RESERVES %	
INTEREST ON DEPOSITS	

FIG. 158D

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶ ▼

← BACK ⇄ □ ▼ ADDRESS OUTLOOK:DELETED ITEMSQKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

CEDANTS.CIGNA

INSURED.CIGNA

TIME

UNDERWRITING YEAR 2002

INBOX PROJECTS TASKS

Q.KNOW™ PROJECT NAME

YES CIGNA - PROPERTY TTY - PR 2000

YES CIGNA - PROPERTY TTY - PR 2000

YES CIGNA - AVIATION XL UW YR 2002 COVER

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - EARTHQUAKE CAT XL 2002 REN...

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS

YES CIGNA - PROPERTY - XL 2001 COVER

YES CIGNA BURGLARY AND THEFT TTY XL - 2002

YES GLOBAL EXCESS - ACCIDENT & HEALTH TTY...

YES CIGNA BURGLARY AND THEFT TTY XL - 2002

YES CIGNA - PROPERTY - XL 2001 COVER

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - EARTHQUAKE CAT XL 2002 REN...

YES AMERICAN AIRLINES - LIABILITY XL 2ND LAYER

YES CIGNA - AVIATION XL UW R 2002 COVER

YES PRODUCTS LIABILITY - TTY PR - OS 2001

YES CIGNA - CASUALTY - TTY PRORATA QUOTA SH...

YES CIGNA - INLAND MARINE - TTY 1ST SURPLUS

YES

PROJECT ID

1002

1002

1003

1004

1005

1006

1007

1008

1009

1010

1011

1012

1013

1014

1015

1016

1017

1018

UW YEAR

2000

2000

2002

2002

2002

2000

2001

2002

2001

2002

2001

2002

2002

2002

2002

2002

2000

2000

CONTACTS

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

CIGNA

GLOBAL...

CIGNA

CIGNA

CIGNA

CIGNA

CHUBB

CHUBB

CIGNA

CIGNA

SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR

SUMMARY NAME

OUTLOOK EMAIL CIGNA BURGLARY AND T...

WORD DOCUM... PROJECT1008.DOC1.DOC

FIG. 159A

FIG. 159B

FIG. 159

FIG. 159A

TYPE A QUESTION FOR HELP						
CALENDAR		RESULTS				
PRODUCT CLASS	PRODUCT TYPE	STATUS	BROKER	INSURED	LAST MO	
PROPERTY	TTY - PRO RATA - ..	PENDING	AON	CIGNA	4/24/2	
PROPERTY	TTY - PRO RATA - ..	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO..	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
CASUALTY	TTY - PRO RATA - ..	PENDING	AON	CIGNA	4/24/2	
EARTHQUAKE	EXCESS OF LOSS	DECLINE	AON	CIGNA	4/24/2	
INLAND MARINE	TTY - PRO RATA - ..	PENDING	AON	CIGNA	4/24/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	4/24/2	
AIRCRAFT / AVIATIO..	EXCESS OF LOSS	PENDING	WILLIS FA...	AMERICA...	4/26/2	
BURGLARY AND THEFT	EXCESS OF LOSS	PENDING	AON	CIGNA	6/25/2	
PROPERTY	EXCESS OF LOSS	PENDING	AON	CIGNA	6/26/2	
CASUALTY	TTY - PRO RATA - ..	PENDING	AON	CIGNA	6/29/2	
EARTHQUAKE	EXCESS OF LOSS	PENDING	AON	CIGNA	7/1/20	
BOILER AND MACH...	EXCESS OF LOSS	PENDING	AON	CIGNA	7/4/20	
		PENDING	AON	CIGNA	7/9/20	
		PENDING	AON	CIGNA	7/16/2	
CASUALTY	TTY - PRO RATA - ..	PENDING	AON	CIGNA	7/19/2	
INLAND MARINE	TTY - PRO RATA - ..	PENDING	AON	CHUBB	7/29/2	

**FIG. 159B**







ACROSSWORKS MICROSOFT OUTLOOK										
<div>FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP</div> <div>Q KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶</div> <div>← BACK → ADDRESS OUTLOOK:DELETED ITEMSQKNOW</div>										
RELATIONSHIPS			INBOX		PROJECTS		TASKS		CONTACTS	
VIEWS FAVORITES ROOTS			Q KNOW™ PROJECT NAME		PROJECT ID		U/W YEAR		CEDANT	
<div> <input type="checkbox"/> PRUDENTIAL           <input type="checkbox"/> SAIC           <input type="checkbox"/> SKANDIA           <input checked="" type="checkbox"/> EMPLOYEES           <input checked="" type="checkbox"/> INSURED           <input type="checkbox"/> ACCENTURE           <input type="checkbox"/> BOEING           <input type="checkbox"/> CHUBB           <input type="checkbox"/> CIGNA           <input type="checkbox"/> COMMERCIAL UNION           <input type="checkbox"/> GLOBAL EXCESS           <input type="checkbox"/> NY POST           <input type="checkbox"/> PRUDENTIAL           <input type="checkbox"/> SAIC           <input type="checkbox"/> SKANDIA         </div>			CIGAN - PROPERTY TTY - PR 2000 CIGAN - PROPERTY TTY - PR 2000 CIGNA - AVIATION XL U/W YR 2002 COVER CIGNA - CASUALTY - TTY PRORATA QUOTA SH... CIGNA - EARTHQUAKE CAT XL 2002 REN... CIGNA - INLAND MARINE - TTY 1ST SURPLUS CIGNA - PROPERTY - XL 2001 COVER CIGNA BURGLARY AND THEFT TTY XL -2002 GLOBAL EXCESS - ACCIDENT & HEALTH TTY... CIGNA BURGLARY AND THEFT TTY XL -2002 CIGNA - PROPERTY - XL 2001 COVER CIGNA - CASUALTY - TTY PRORATA QUOTA SH... CIGNA - EARTHQUAKE CAT XL 2002 REN... AMERICAN AIRLINES - LIABILITY XL 2ND LAYER CIGNA - AVIATION XL U/W R 2002 COVER PRODUCTS LIABILITY - TTY PR - QS 2001 CIGNA - CASUALTY - TTY PRORATA QUOTA SH... CIGNA - INLAND MARINE - TTY 1ST SURPLUS		1002 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018		2000 2000 2002 2002 2002 2000 2001 2002 2001 2002 2001 2002 2002 2002 2002 2002 2002		CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA CIGNA GLOBAL... CIGNA CIGNA CIGNA CIGNA CHUBB CHUBB  CIGNA CIGNA	
PEOPLE BROKERS.AON CEDANTS.CIGNA INSURED.CIGNA TIME UNDERWRITING YEAR.2002			SUMMARY STATUS CONTACT FORMS DOCUMENTS TASKS CALENDAR		Q KNOW™ SUBJECT THERE ARE NO ITEMS TO SHOW IN THIS VIEW.		LOCATION START END			

FIG. 161A

FIG. 161A | FIG. 161B

FIG. 161B

FIG. 161

[illegible]

FIG. 161B

[illegible]



		U
		V
		W
		X
		Y
		Z
<p>CIGNA FELIX 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: FELIX@CIGNA.COM</p> <p>CIGNA JANE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JANE@CIGNA.COM</p> <p>CIGNA JEFF 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JEFF@CIGNA.COM</p> <p>CIGNA JOHN 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOHN@CIGNA.COM</p> <p>CIGNA JOSE 1515 FIFTH AVENUE NY, NY 10021 E-MAIL: JOSE@CIGNA.COM</p>	GLOBAL EXCESS JUAN 2121 FIRST AVENUE CHICAGO, IL 30216 E-MAIL: JUAN@GLOBALEXCE...	16303
	PRUDENTIAL ALEX 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: ALEX@PRUDENTIAL...	
	PRUDENTIAL CARLOS 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: CARLOS@PRUDENTIA...	
	PRUDENTIAL GRAHAM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: GRAHAM@PRUDENTI...	
	PRUDENTIAL JIM 261 SEVENTH AVENUE PRINCETON, NJ 11065 E-MAIL: JIM@PRUDENTIAL.COM	

FIG. 163B

16401

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT

VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q Q.KNOW™

FILE

CREATE

ADD TO

FORWARD

DEMO

BACK

ADDRESS

OUTLOOK:DELETED ITEMS

KNOW

RELATIONSHIPS

FAVORITES

ROOTS

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

16215

TYPE A QUESTION FOR HELP

16403

FORWARD

DEMO

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

TUESDAY, JULY 30

JULY 2002

AUGUST 2002

4 AM

5 00

6 00

7 00

8 00

9 00

10 00

11 00

12 PM

1 00

2 00

3 00

4 00

5 00

6 00

7 00

8 00

9 00

10 00

11 00

SEPTEMBER 2002

OCTOBER 2002

SMTWTFS

SMTWTFS

1 2 3 4 5 6

1 2 3 4 5

7 8 9 10 11 12 13

6 7 8 9 10 11 12

14 15 16 17 18 19 20

13 14 15 16 17 18 19

21 22 23 24 25 26 27

20 21 22 23 24 25 26

28 29 30 31

27 28 29 30 31 1 2

3 4 5 6 7 8 9

TASKPAD

CLICK HERE TO ADD A NEW TASK

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 164

16501

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾

← BACK ⇨ ⇨ ADDRESS OUTLOOK:DELETED ITEMS\OKNOW

RELATIONSHIPS

VIEWS FAVORITES ROOTS

16505

PRUDENTIAL

SAIC

SKANDIA

EMPLOYEES

INSURED

ACCENTURE

BOEING

CHUBB

CIGNA

COMMERCIAL UNION

GLOBAL EXCESS

NY POST

PRUDENTIAL

SAIC

SKANDIA

PEOPLE

BROKERS.AON

16217

TYPE A QUESTION FOR HELP ▾

16503

Q.KNOW™ INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS

PROJECT ID CEDANT NAME/DESCRIPTIONS DATE

THERE ARE NO ITEMS TO SHOW IN THIS VIEW. } 16503

FIG. 165



16601

16605

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q

Q.KNOW™

FILE

CREATE

ADD TO

FORWARD

DEMO

BACK

ADDRESS

OUTLOOK:DELETED ITEMS\QKNOW

RELATIONSHIPS

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

VIEWS

FAVORITES\ROOTS

Q.KNOW™

TYPE

PROJECT NAME

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

16607

MARINE

PROPERTY

CIGNA

CFO

AON

16603

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP

16217

GO

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

FIG. 166

16701

16705

ACROSSWORKS MICROSOFT OUTLOOK

FILE

EDIT VIEW

FAVORITES

TOOLS

ACTIONS

HELP

Q Q.KNOW™

FILE

CREATE

ADD TO

FORWARD

DEMO

BACK

ADDRESS

OUTLOOK:DELETED ITEMS\OKNOW

RELATIONSHIPS

INBOX

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

VIEWS

FAVORITES

ROOTS

Q.KNOW™

TYPE

PROJECT NAME

PROJECT ID

CEDANT

NAME/DESCRIPTIONS

DATE

JOHNS VIEW

PEOPLE

BROKERS.AON

TYPE A QUESTION FOR HELP

GO

THERE ARE NO ITEMS TO SHOW IN THIS VIEW.

16707

FIG. 167

16801

ACROSSWORKS MICROSOFT OUTLOOK

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP

Q Q.KNOW™ FILE CREATE ADD TO FORWARD DEMO

BACK FILE

RELATION

VIEW FAVORITES (ROOTS)

JOHNS VIEW

16805

16811

16807

FILE/NEW PROJECT

DELETED ITEMS (QKNOW)

PROJECTS

TASKS

CONTACTS

CALENDAR

RESULTS

GO

TYPE A QUESTION FOR HELP

VIEW	FAVORITES (ROOTS)	FILE/NEW PROJECT	DELETED ITEMS (QKNOW)	PROJECTS	TASKS	CONTACTS	CALENDAR	RESULTS
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16805	16811	16807	16801	16809	16803	16801	16803	16803
PEOPLE	PEOPLE.BROKERS	CEDANTS.CHUBB	PARTNERS.ACCENTURE	PLACES	REINSURANCE.MID WEST INC.	FROM:	SUBJECT:	CC:
AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER
MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM	MARK@ABCRE.COM
ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS	ATTACHMENTS
PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.	PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.
THANKS	THANKS	THANKS	THANKS	THANKS	THANKS	THANKS	THANKS	THANKS
BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM	BOB@WILLIS.COM

FIG. 168

ACROSSWORKS MICROSOFT OUTLOOK										TYPE A QUESTION FOR HELP									
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP																			
Q Q.KNOW™ FILE ▶ CREATE ▶ ADD TO ▶ FORWARD ▶ DEMO ▶																			
◀ BACK ↔ □ ADDRESS OUTLOOK: DELETED ITEMS KNOW																			
RELATIONSHIPS INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS																			
VIEWS FAVORITES ROOTS										SIZE   PROJEC...   PROJ... VE... CEDANT/ACTI...									
<input checked="" type="checkbox"/> !Q.KNOW™ FROM <input checked="" type="checkbox"/> @ BOB@WILLIS.COM AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM 30 KB AMER... 1014 CHUBB CLAIMS <input checked="" type="checkbox"/> @ GREG@AON.COM CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM 30 KB CIGNA... 1013 CIGNA UND... <input checked="" type="checkbox"/> @ GREG@AON.COM CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM 30 KB CIGNA... 1011 CIGNA <input checked="" type="checkbox"/> @ DAVE.DAVE@AON.COM CIGNA BURGGLARY AND THEFTTY XL-2002 TUE 6/25/2002 5:05 PM 30 KB CIGNA... 1010 CIGNA  <input type="checkbox"/> CHOOSE PROJECT TYPE...										002 9:03 AM 30 KB TESTY9... 1013 CHUBB CLAIMS 002 8:26 AM 30 KB WILDM... 1013 ACCE... CLAIMS 002 9:41 AM 30 KB 002 8:49 AM 30 KB ~~~~~ 16903									
16905 TYPES: TEMPLATES: 16907																			
SUBMISSION NEW ENDORSEMENT																			
CLAIM																			
PROJECT ID: 1019 NAME AMERICAN AIRLINES - LIABILITY XL 2ND LAYER																			
NEXT CANCEL HELP																			
CC: MARK@ABUCKE.COM																			
ATTACHMENTS AMERICAN AIRLINES - LIABILITY - XL 2ND LAYER-2001.DOC																			
PLEASE REVIEW AND LET ME KNOW IF YOU ARE INTERESTED IN LOOKING AT THIS OFFER. IF SO, I WILL SEND YOU THE ENTIRE PROPOSAL.																			
THANKS																			
BOB@WILLIS.COM																			

**FIG. 169**

**ACROSSWORKS MICROSOFT OUTLOOK**

FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP  
Q KNOW™ FILE ► CREATE ► ADD TO ► FORWARD ► DEMO ►

◀ BACK ⇄ □ ADDRESS OUTLOOK: DELETED ITEMS QKNOW

RELATIONSHIPS	INBOX	PROJECTS	TASKS	CONTACTS	RECEIVED	CALENDAR	RESULTS
VIEWS FAVORITES ROOTS	[IO.KNOW] [V] [F]	SUBJECT					
JOHNS VIEW	16807	AMERICAN AIRLINES - LIABILITY XL 2ND LAYER	THU 7/4/2002 12:09 PM				CHUBB CLAIMS
		CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL	MON 7/1/2002 10:48 AM				CIGNA UND...
		CIGNA - PROPERTY - XL 2001 COVER	WED 6/26/2002 1:42 PM				CIGNA
		CIGNA BURGULARY AND THEFT TY XL-2002	TUE 6/25/2002 5:05 PM				CIGNA

SELECT PROJECT PROPERTIES...

PROJECT SUMMARY

17005	CEDANT	STATUS	PENDING
	BROKER	START TIME	7/30/2002 12:00 AM
	INSURED	UNDERWRITING YEAR	TUESDAY, JULY 30, 2002
	UNDERWRITER	EXPIRY DATE	TUESDAY, JULY 30, 2002
	WORKGROUP	CURRENCY	
	DIVISION	EPI	
	BRANCH	RATING FACTORS	
	LOCATION	DEDUCTIBLE	
	PRODUCT TYPE	TERM	
	PRODUCT CLASS		

PEOPLE 17007

PEOPLE.BROKERS  
CEDANTS.CHUBB  
PARTNERS.ACCTURE

PLACES

REINSURANCE.MID WEST

17009

17011 ACCE... CLAIMS  
17003  
17013

17015

END YOU THE ENTIRE PROPOSAL.

- PUBLISH  
C LATER C TO WORKGROUP

BACK FINISH CANCEL

**FIG. 170**

ACROSSWORKS MICROSOFT OUTLOOK																																																																																																								
FILE EDIT VIEW FAVORITES TOOLS ACTIONS HELP																																																																																																								
Q Q.KNOW™ FILE ▾ CREATE ▾ ADD TO ▾ FORWARD ▾ DEMO ▾ ▾																																																																																																								
OUTLOOK: DELETED ITEMS OK NOW																																																																																																								
<div style="display: flex; justify-content: space-between;"> <span>BACK ⇌ □ ADDRESS</span> <span>INBOX PROJECTS TASKS CONTACTS CALENDAR RESULTS</span> </div>																																																																																																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>VIEWS</th> <th>RELATIONSHIPS</th> <th>Favorites/Roots</th> <th>SUBJECT</th> <th>RECEIVED</th> <th>SIZE</th> <th>PROJEC..</th> <th>PROJE.. IVE..</th> <th>CEDANTACTL...</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM</td> <td></td> <td>30 KB</td> <td>AMERL...</td> <td>1014</td> <td>CHUBB CLAIMS</td> </tr> <tr> <td></td> <td></td> <td></td> <td>CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM</td> <td></td> <td>30 KB</td> <td>CIGNA...</td> <td>1013</td> <td>CIGNA UND...</td> </tr> <tr> <td></td> <td></td> <td></td> <td>CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM</td> <td></td> <td>30 KB</td> <td>CIGNA...</td> <td>1011</td> <td>CIGNA</td> </tr> <tr> <td></td> <td></td> <td></td> <td>CIGNA BURGULARY AND THEFT TTY XL-2002 TUE 6/25/2002 5:05 PM</td> <td></td> <td>30 KB</td> <td>CIGNA...</td> <td>1010</td> <td>CIGNA</td> </tr> <tr> <td colspan="9"></td> <td>TEST99.. 1013</td> </tr> <tr> <td colspan="9"></td> <td>WILDM.. 1013</td> </tr> <tr> <td colspan="9"></td> <td>CHUBB CLAIMS</td> </tr> <tr> <td colspan="9"></td> <td>ACCE... CLAIMS</td> </tr> <tr> <td colspan="9"></td> <td>17003</td> </tr> </tbody> </table>										VIEWS	RELATIONSHIPS	Favorites/Roots	SUBJECT	RECEIVED	SIZE	PROJEC..	PROJE.. IVE..	CEDANTACTL...				AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM		30 KB	AMERL...	1014	CHUBB CLAIMS				CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM		30 KB	CIGNA...	1013	CIGNA UND...				CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM		30 KB	CIGNA...	1011	CIGNA				CIGNA BURGULARY AND THEFT TTY XL-2002 TUE 6/25/2002 5:05 PM		30 KB	CIGNA...	1010	CIGNA										TEST99.. 1013										WILDM.. 1013										CHUBB CLAIMS										ACCE... CLAIMS										17003
VIEWS	RELATIONSHIPS	Favorites/Roots	SUBJECT	RECEIVED	SIZE	PROJEC..	PROJE.. IVE..	CEDANTACTL...																																																																																																
			AMERICAN AIRLINES - LIABILITY XL 2ND LAYER THU 7/4/2002 12:09 PM		30 KB	AMERL...	1014	CHUBB CLAIMS																																																																																																
			CIGNA - EARTHQUAKE CAT XL 2002 RENEWAL MON 7/1/2002 10:48 AM		30 KB	CIGNA...	1013	CIGNA UND...																																																																																																
			CIGNA - PROPERTY - XL 2001 COVER WED 6/26/2002 1:42 PM		30 KB	CIGNA...	1011	CIGNA																																																																																																
			CIGNA BURGULARY AND THEFT TTY XL-2002 TUE 6/25/2002 5:05 PM		30 KB	CIGNA...	1010	CIGNA																																																																																																
									TEST99.. 1013																																																																																															
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									CHUBB CLAIMS																																																																																															
									ACCE... CLAIMS																																																																																															
									17003																																																																																															
SELECT PROJECT PROPERTIES...																																																																																																								
PROJECT SUMMARY																																																																																																								
<div style="display: flex; justify-content: space-between;"> <div> <p> CEDANT CHUBB</p> <p>BROKER AON</p> <p>INSURED CIGNA</p> <p>UNDERWRITER</p> <p>WORKGROUP NO</p> <p>DIVISION REIN</p> <p>BRANCH MID</p> <p>LOCATION</p> <p>PRODUCT TYPE</p> <p>PRODUCT CLASS</p> </div> <div> <p> STATUS PENDING</p> <p> START TIME 7/30/2002 12:00 AM</p> <p> RITING YEAR</p> <p>ON DATE TUESDAY, JULY 30, 2002</p> <p>DATE TUESDAY, JULY 30, 2002</p> <p>NCY</p> <p>FACTORS</p> <p>TIBLE</p> <p>17103</p> </div> <div> <p> WORKGROUP CHOOSER</p> <p><input checked="" type="checkbox"/> SEAN@ACME.COM</p> <p><input checked="" type="checkbox"/> ENGEL@ACME.COM</p> <p><input checked="" type="checkbox"/> MARK@ACME.COM</p> <p><input checked="" type="checkbox"/> CARL@ACME.COM</p> </div> </div>																																																																																																								
PUBLISH  LATER																																																																																																								
ADD DONE																																																																																																								
BACK FINISH CANCEL																																																																																																								

**FIG. 171**

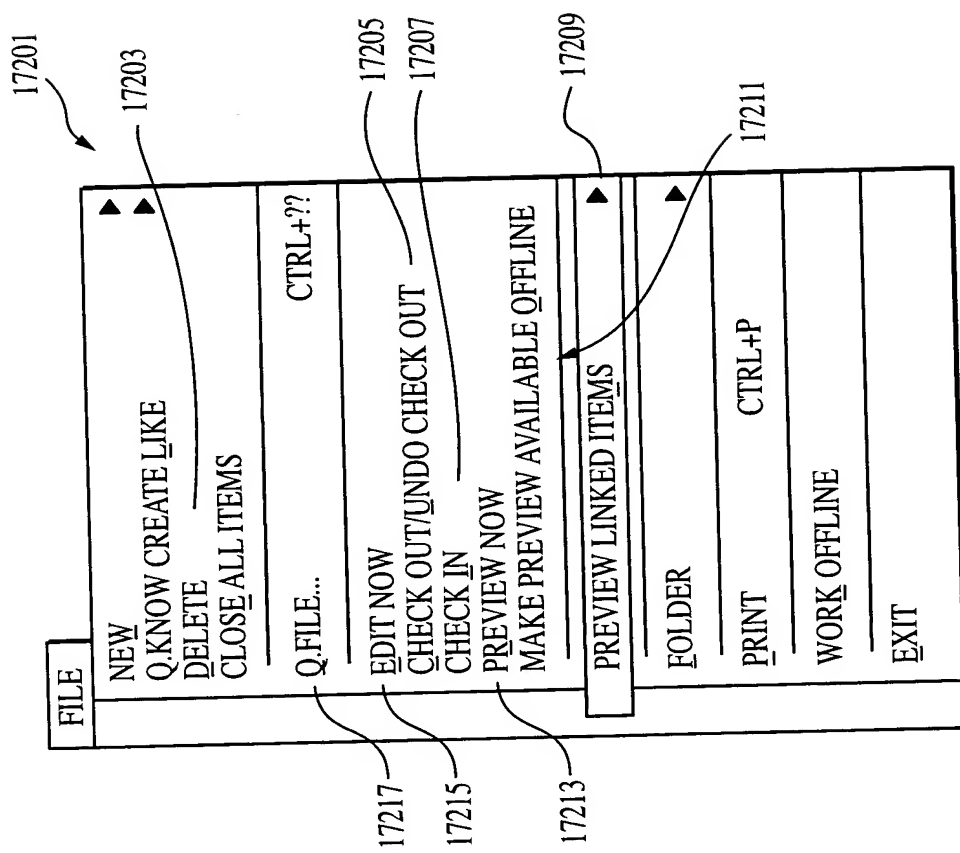


FIG. 172

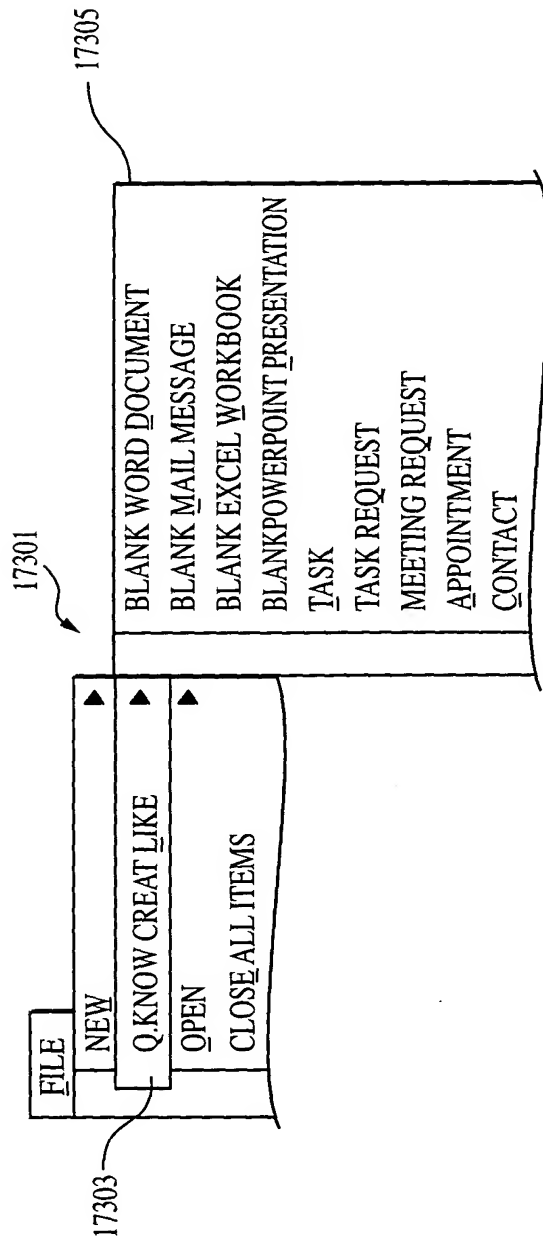


FIG. 173



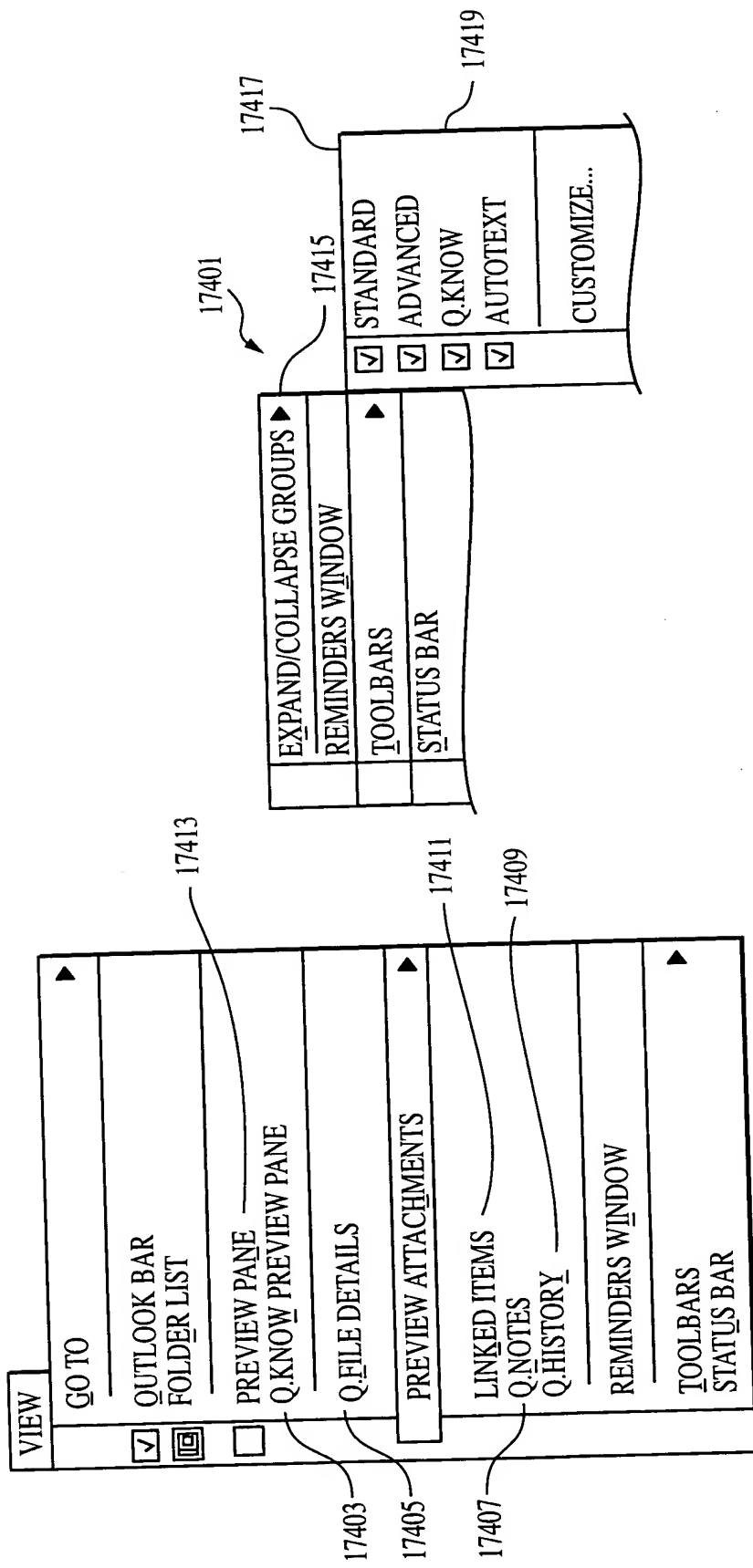


FIG. 174

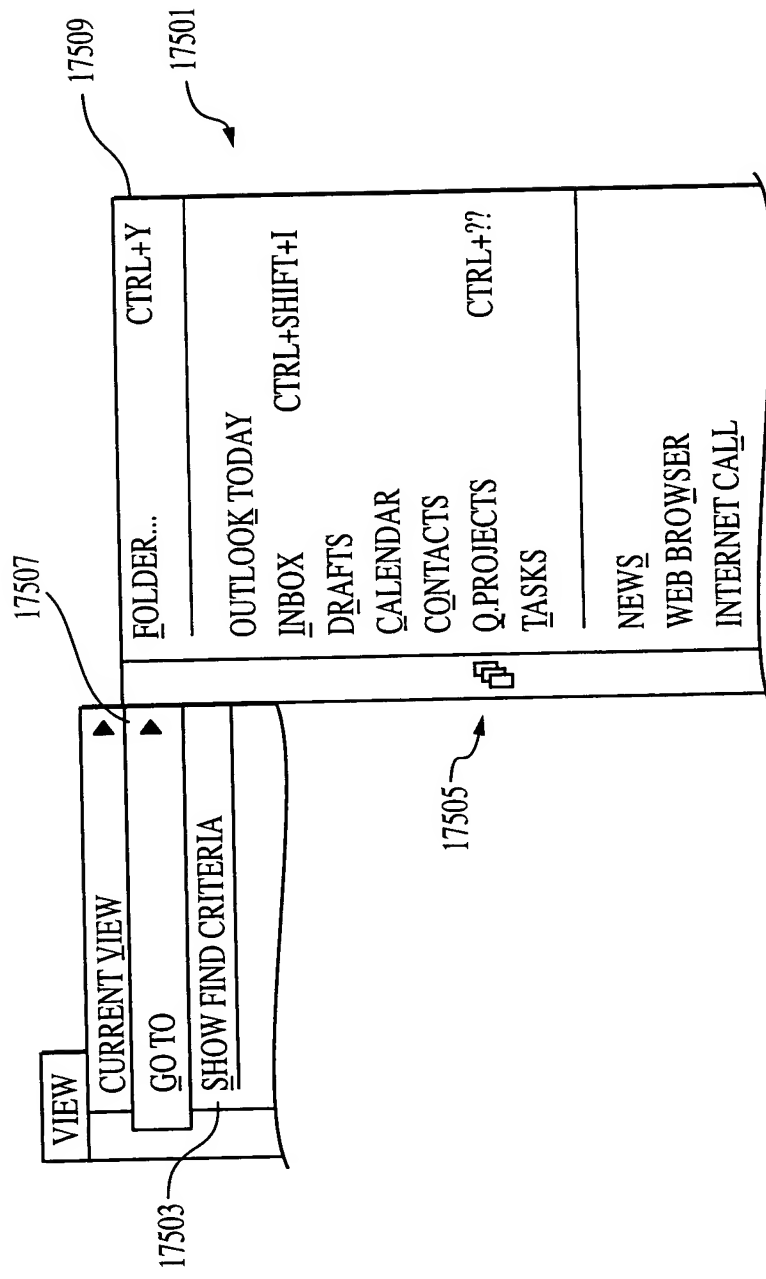


FIG. 175

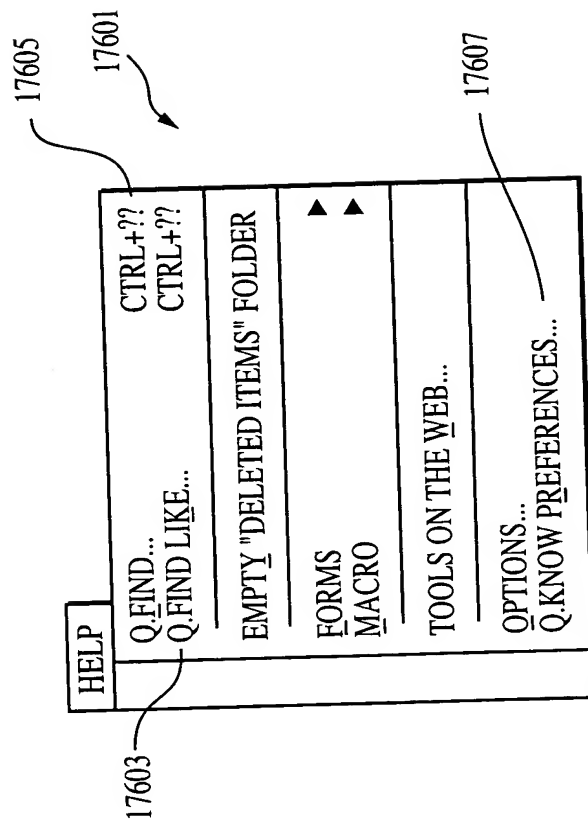


FIG. 176

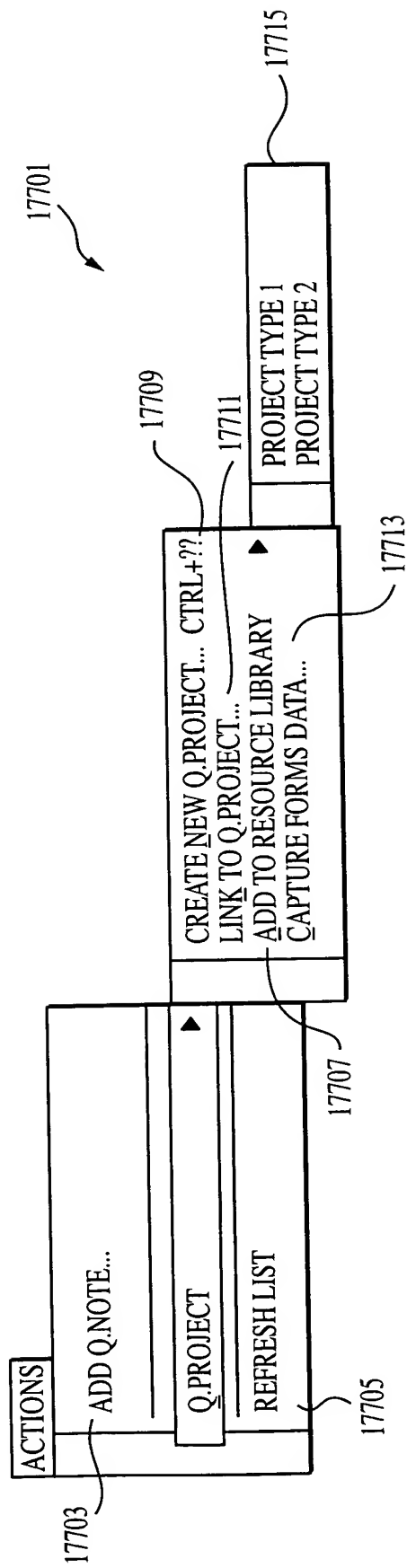


FIG. 177

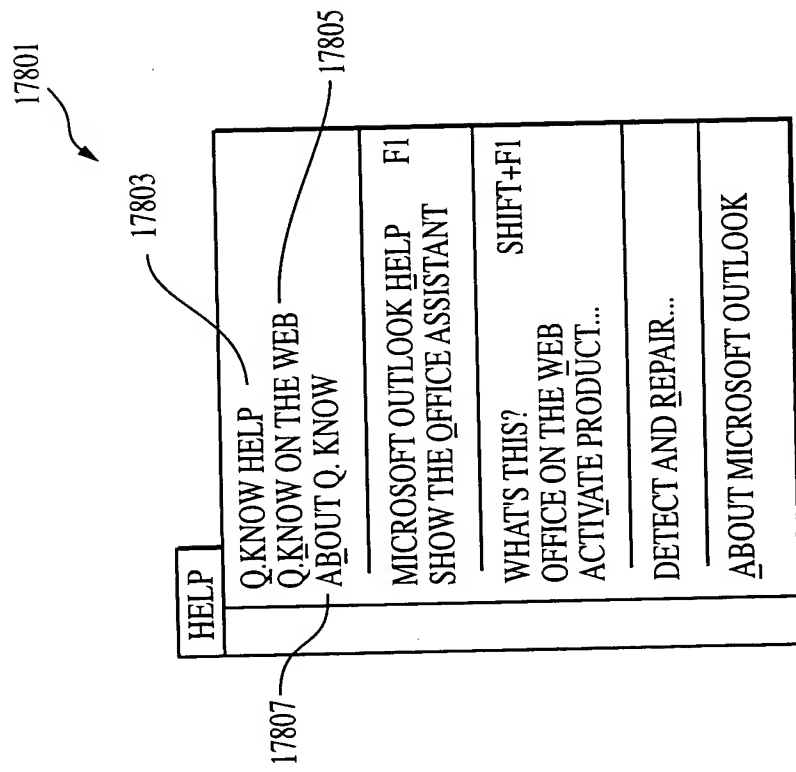


FIG. 178

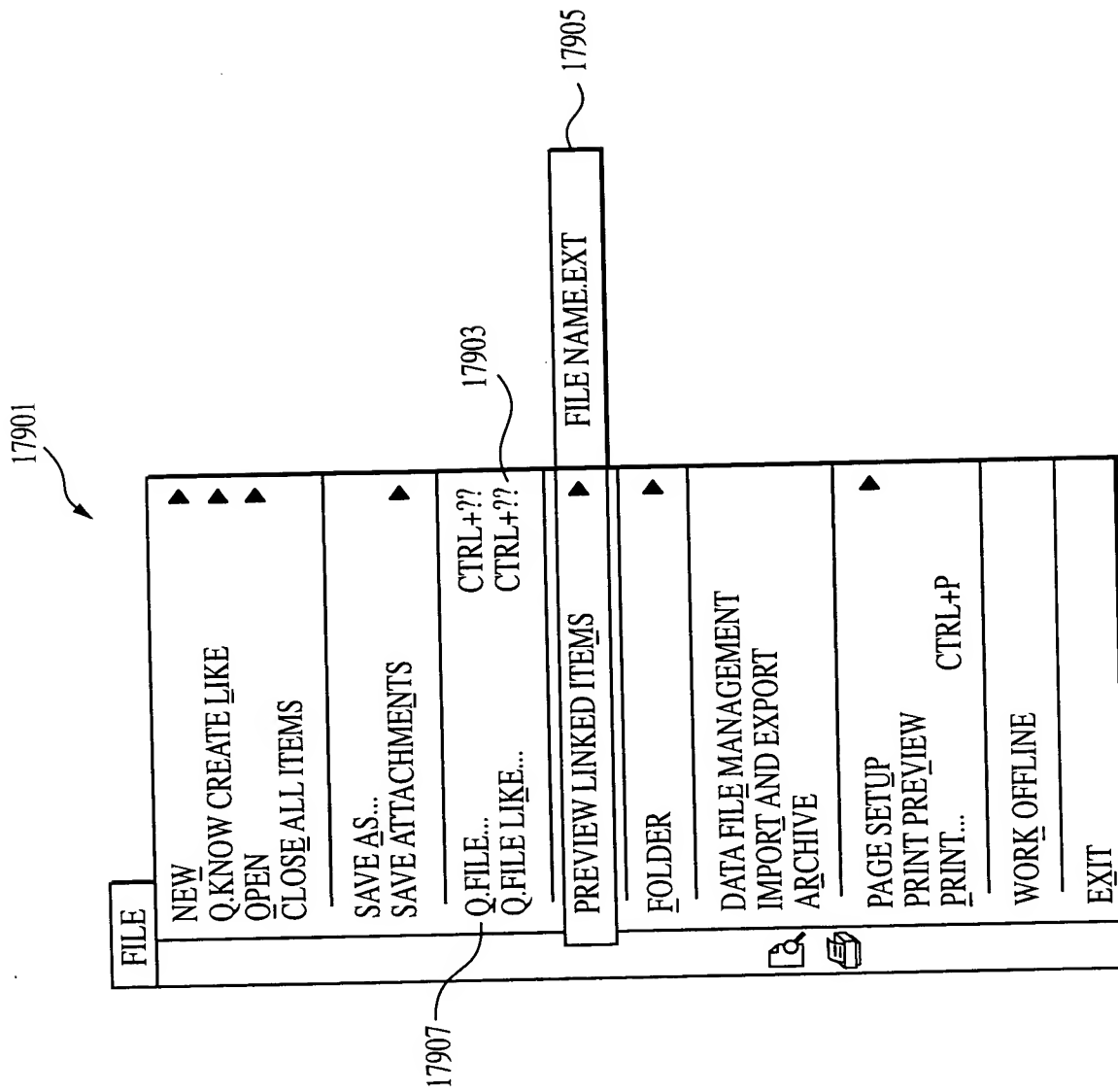


FIG. 179

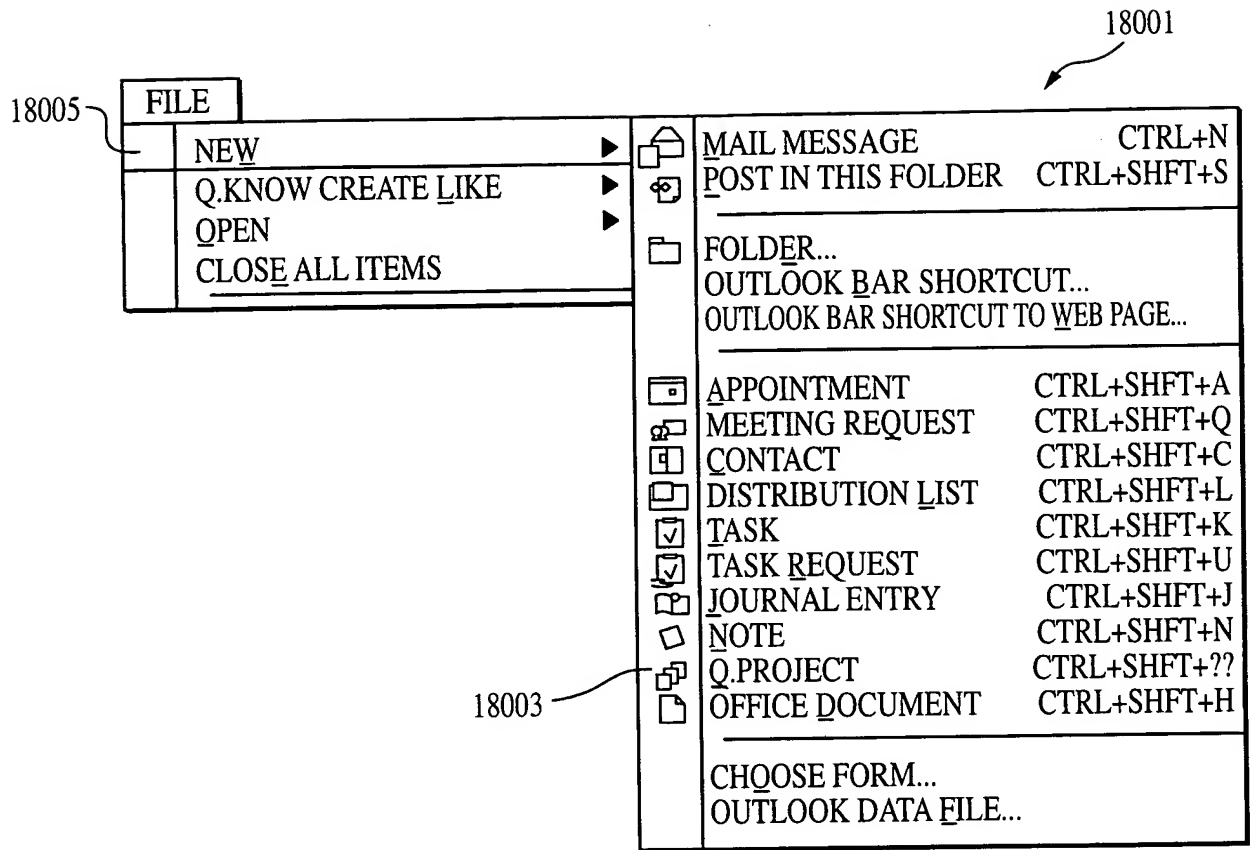


FIG. 180

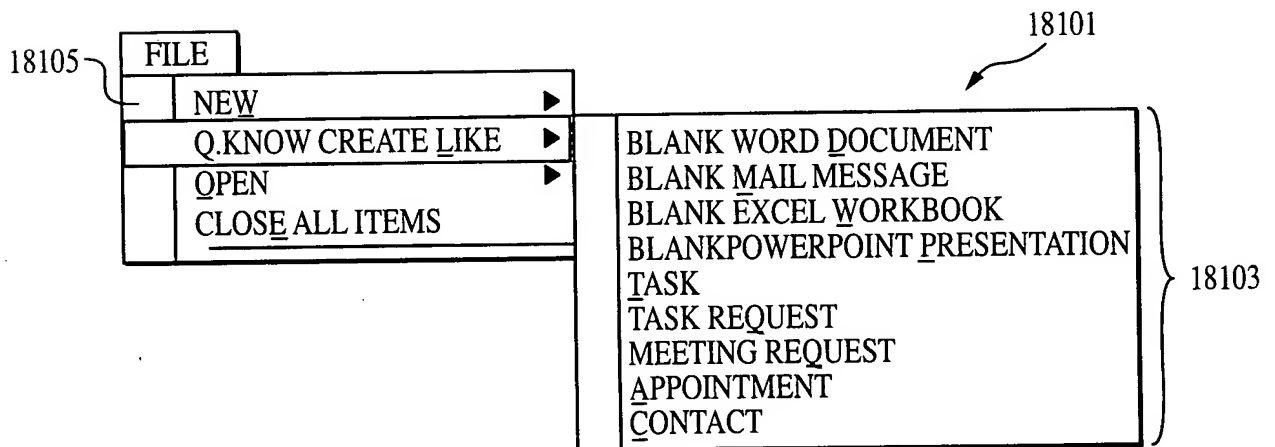


FIG. 181

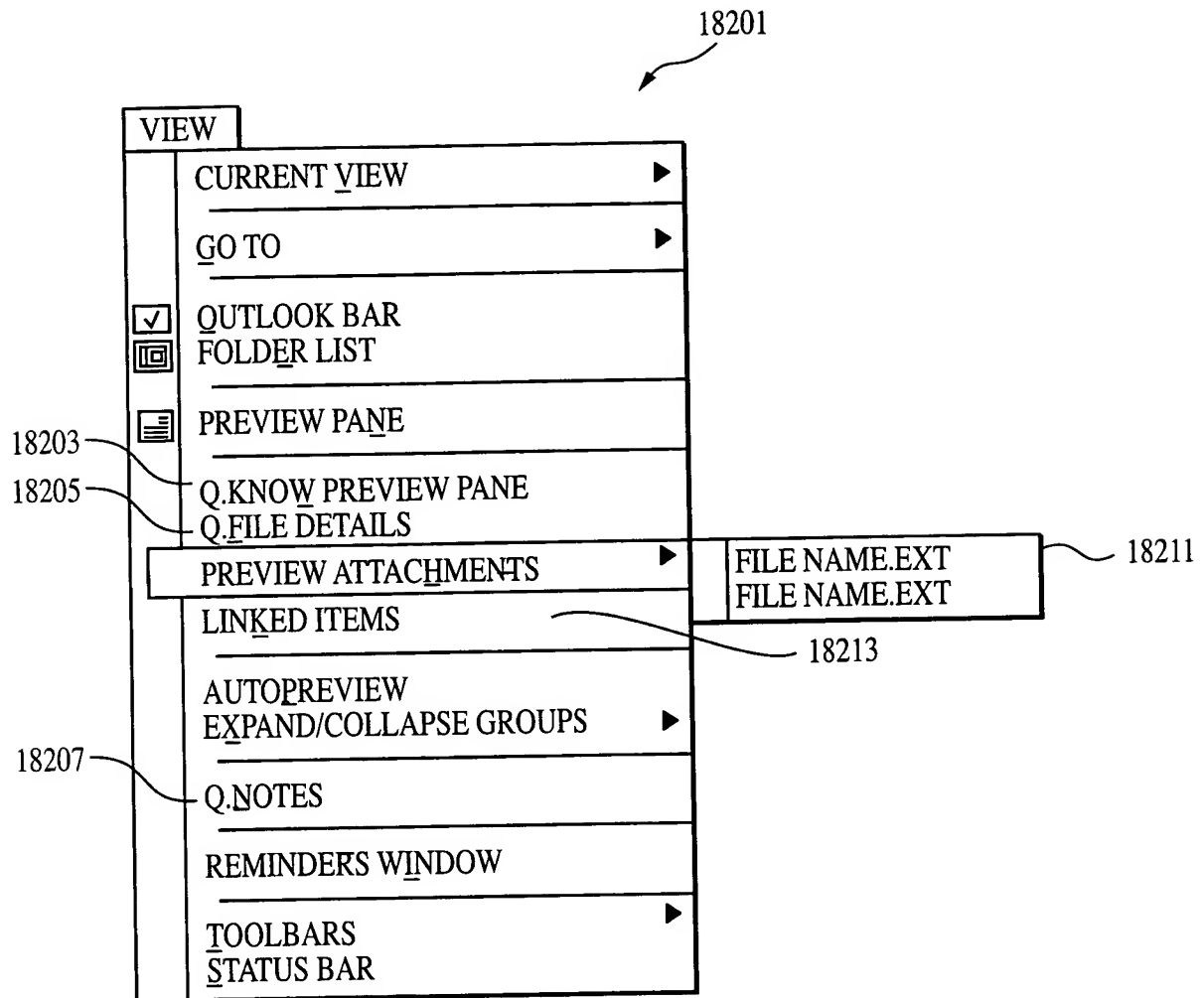


FIG. 182

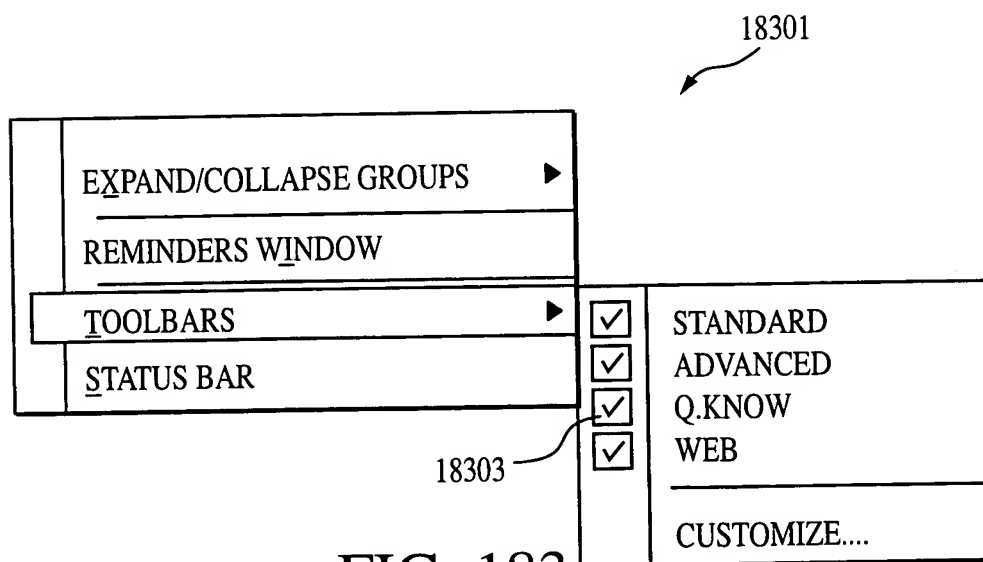


FIG. 183



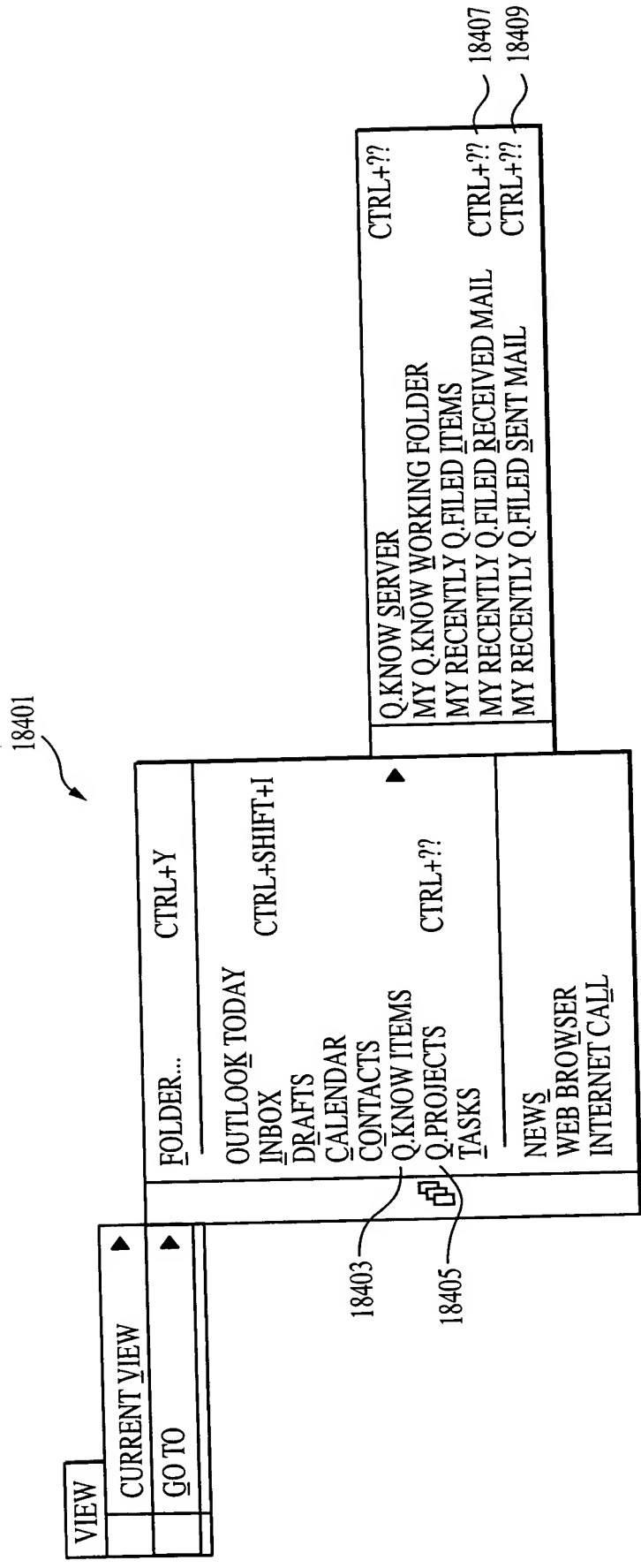


FIG. 184

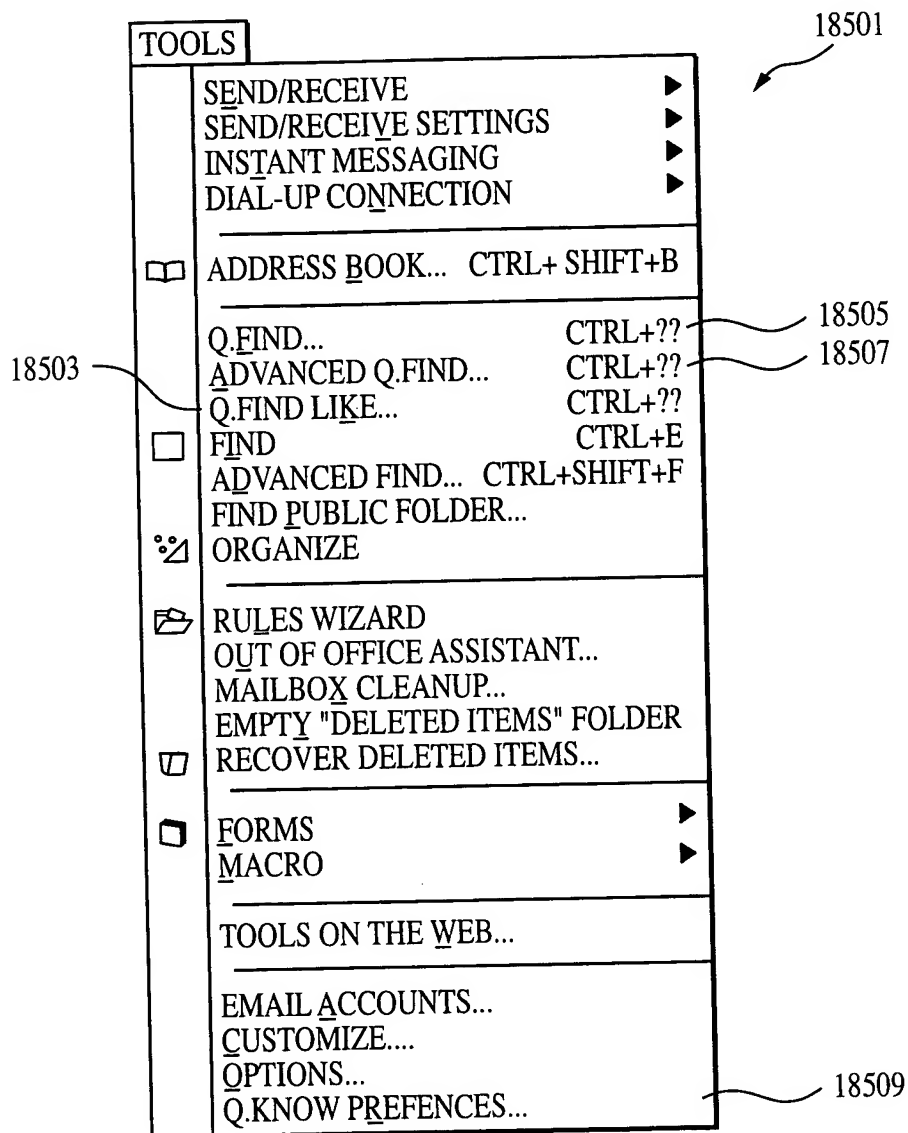


FIG. 185

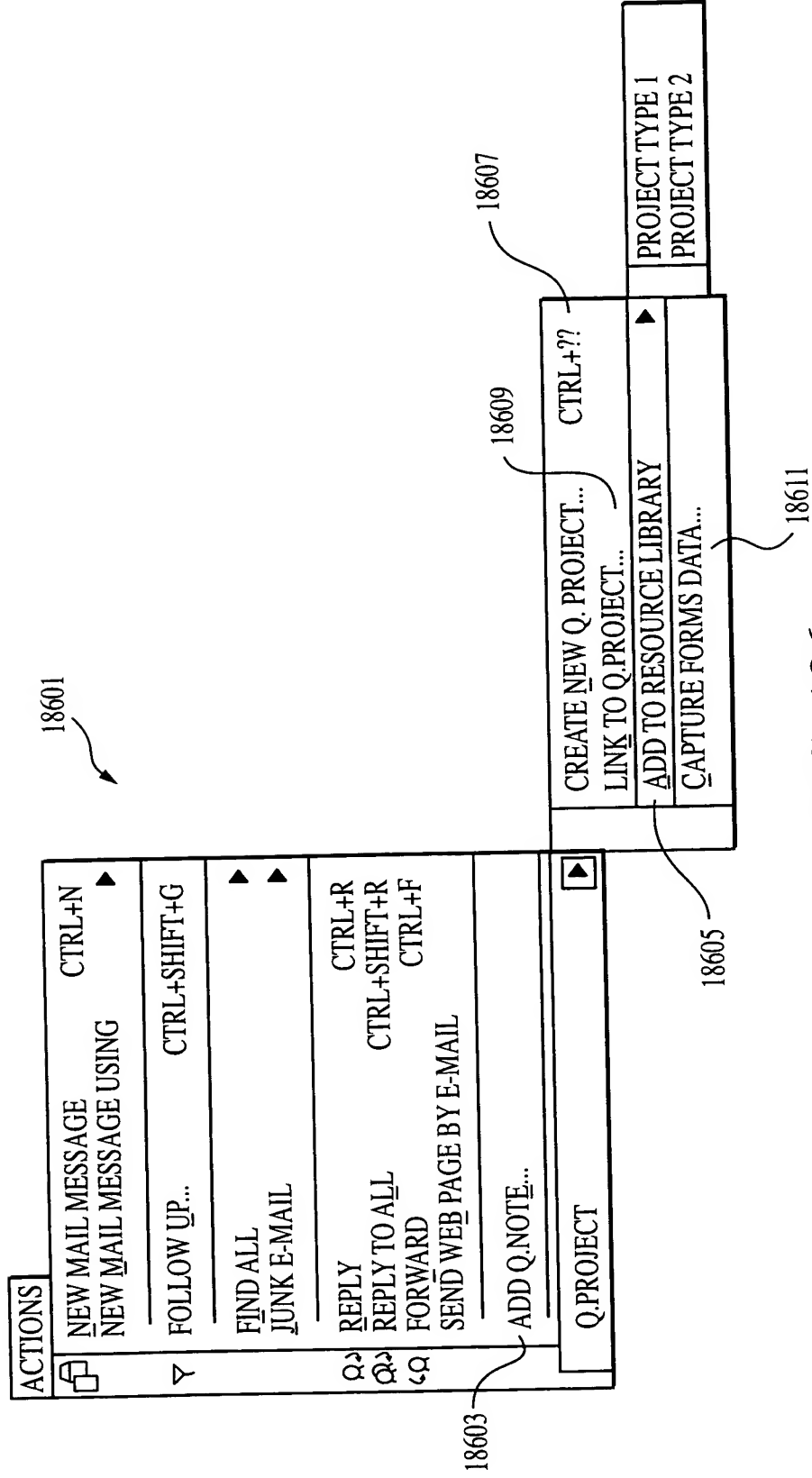


FIG. 186

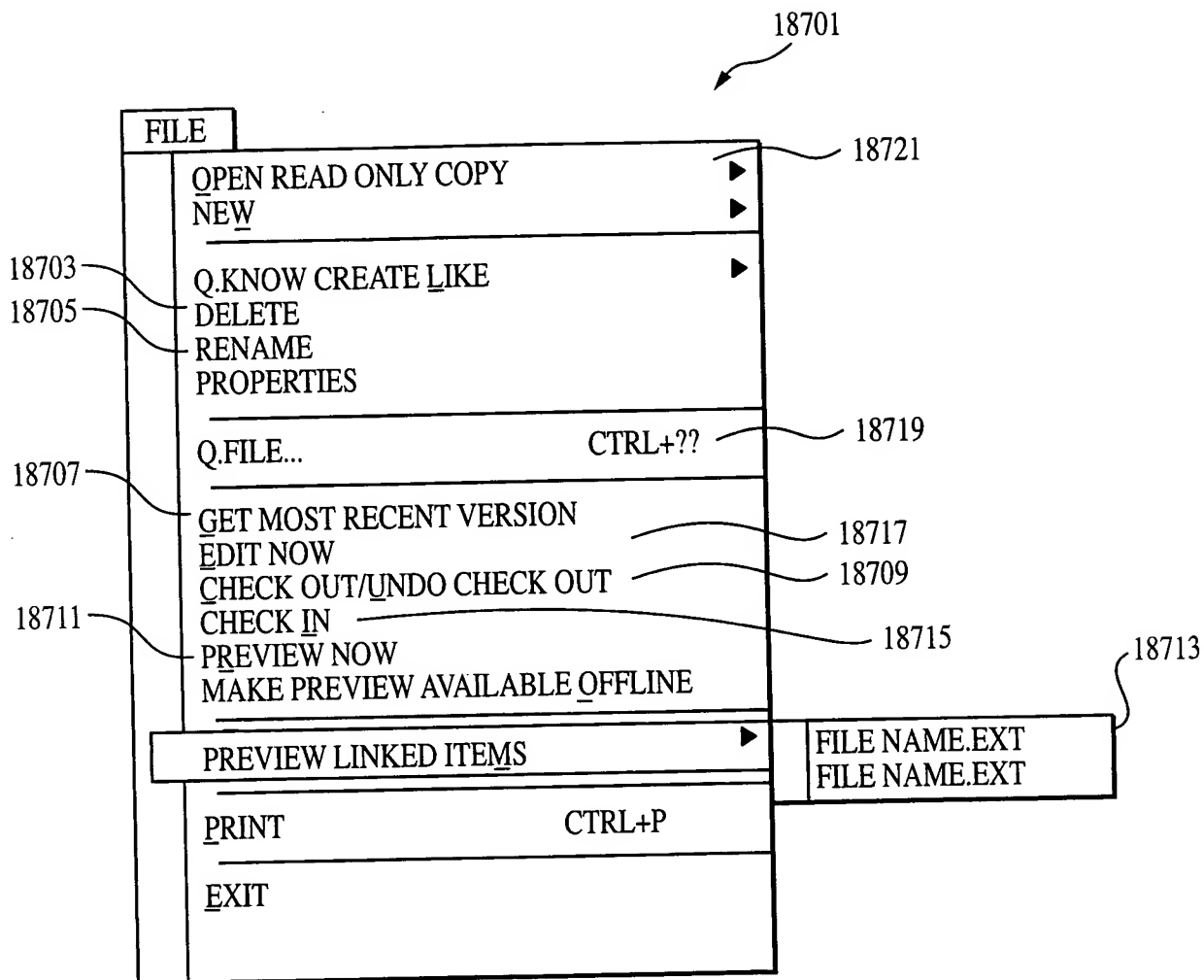


FIG. 187

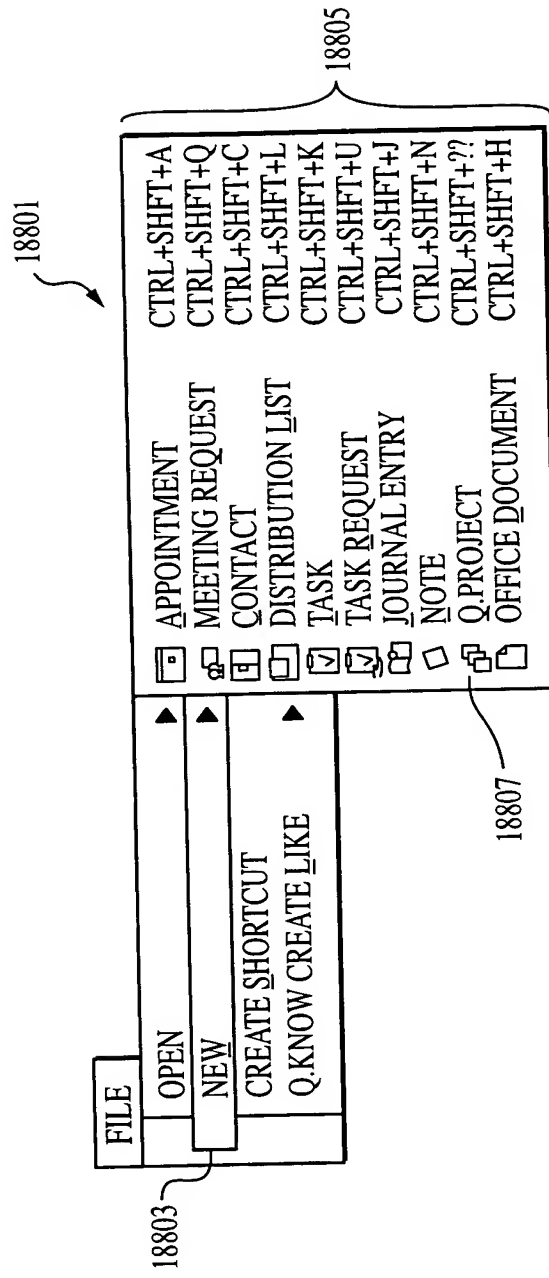


FIG. 188

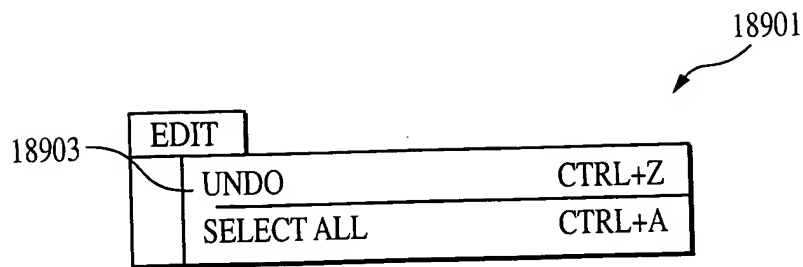


FIG. 189

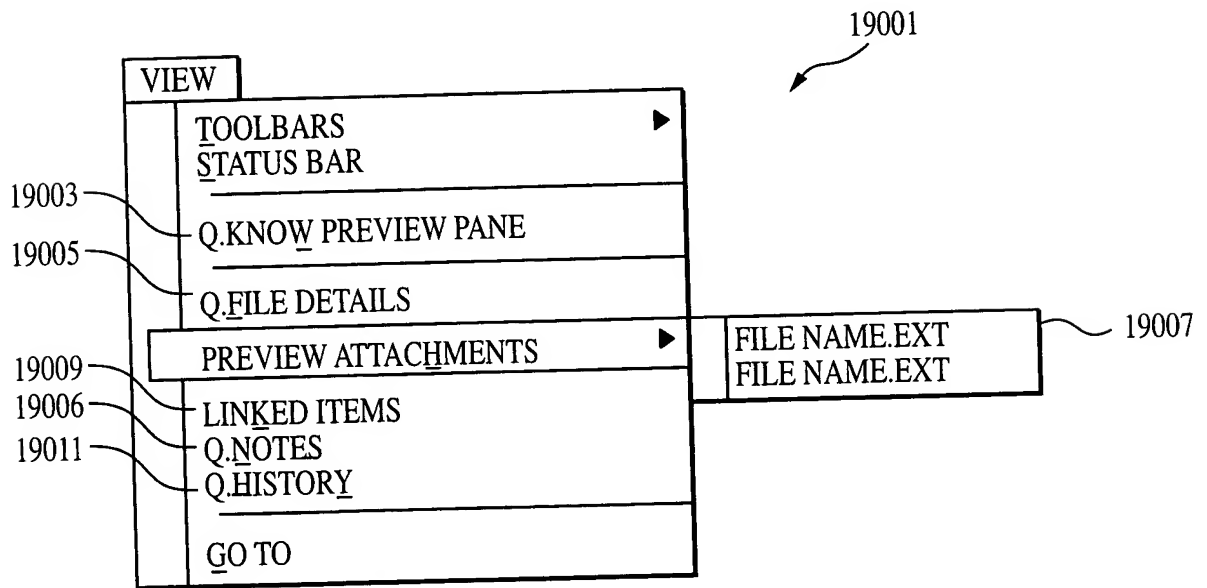


FIG. 190

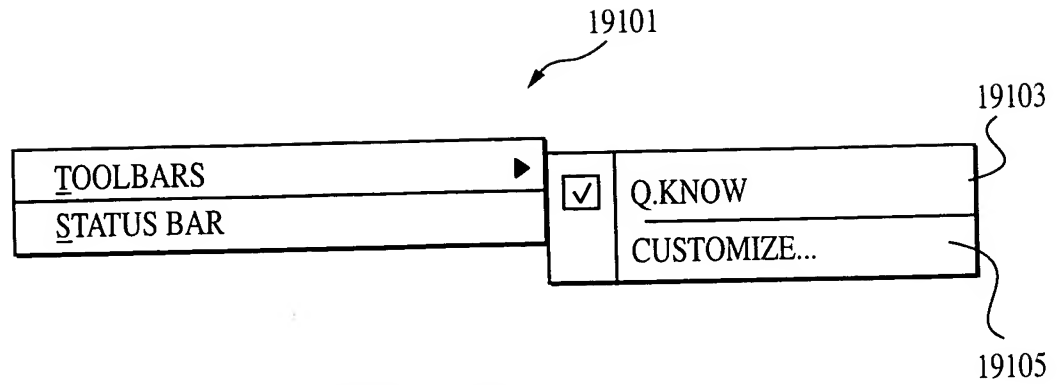


FIG. 191

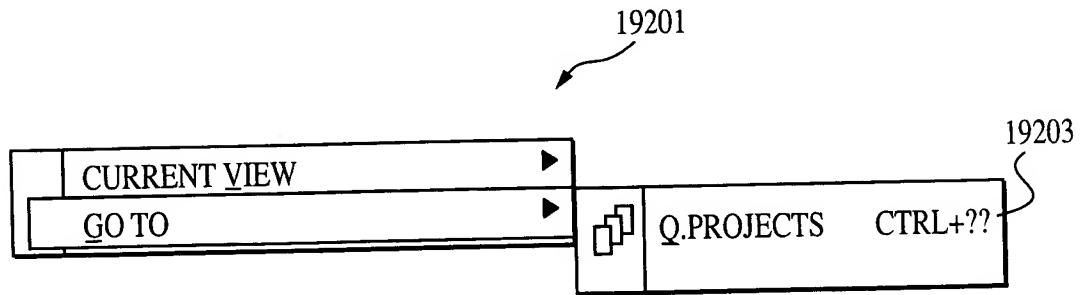


FIG. 192

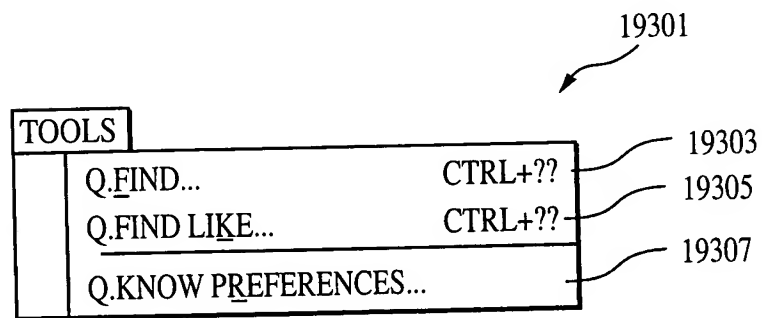


FIG. 193

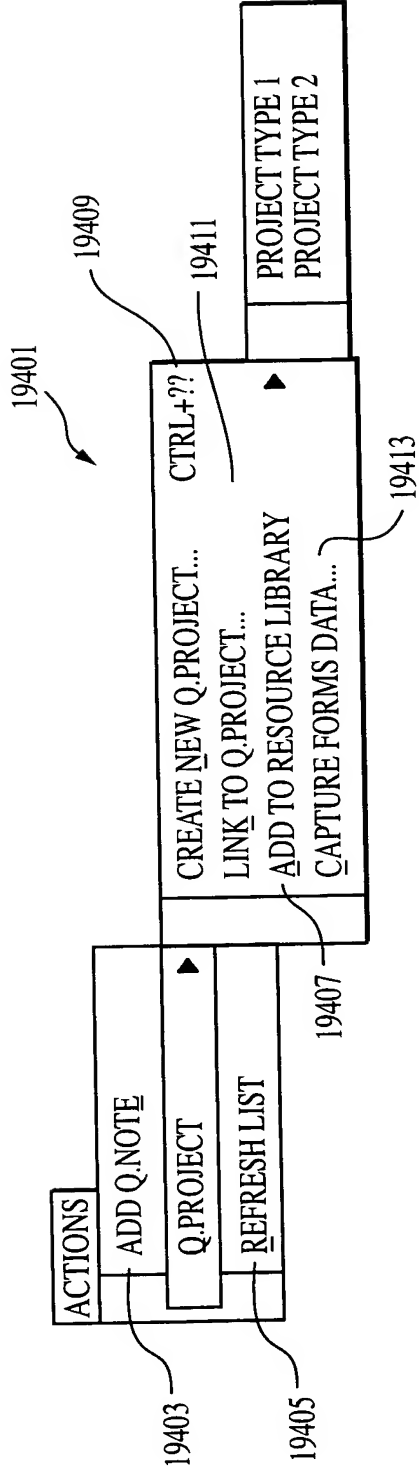


FIG. 194

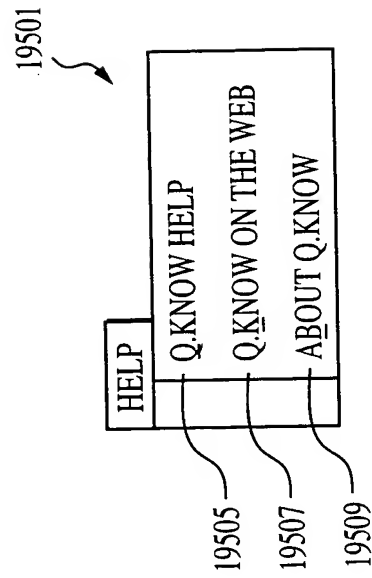


FIG. 195



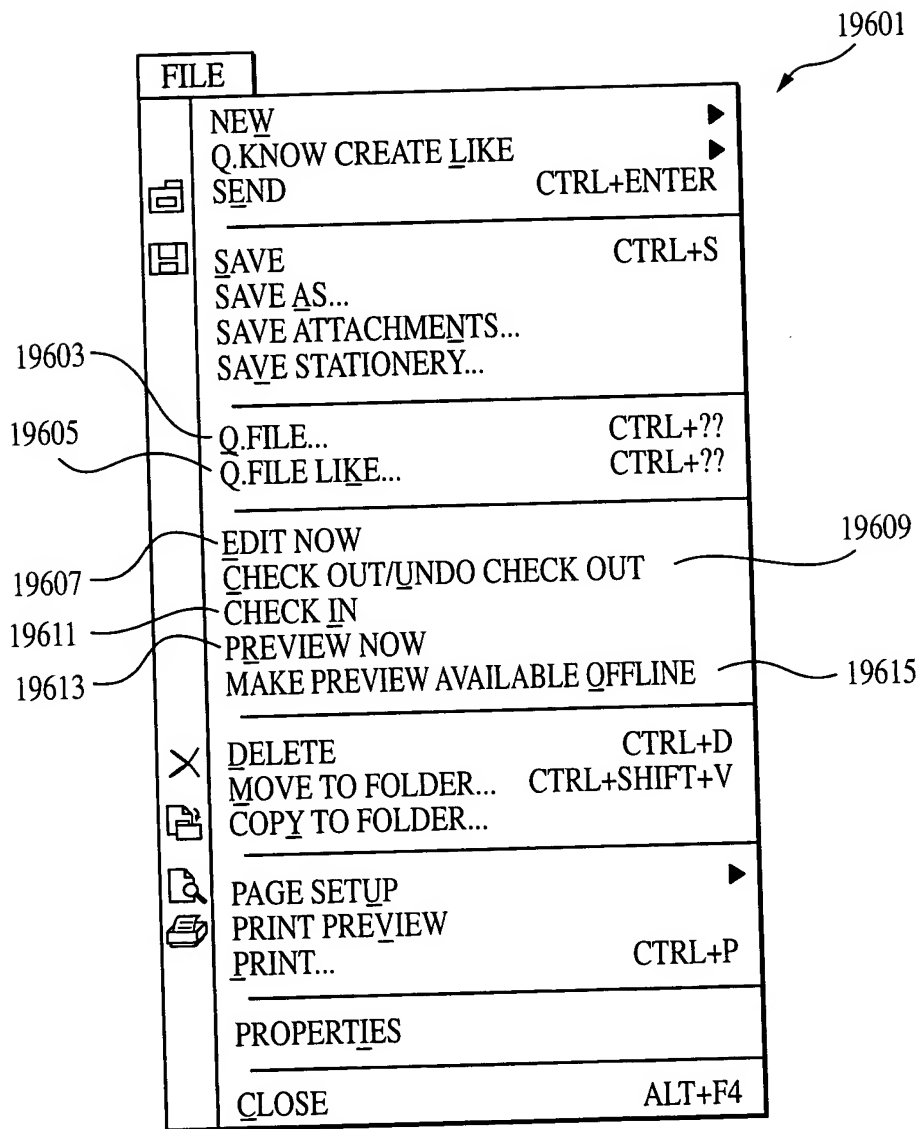


FIG. 196

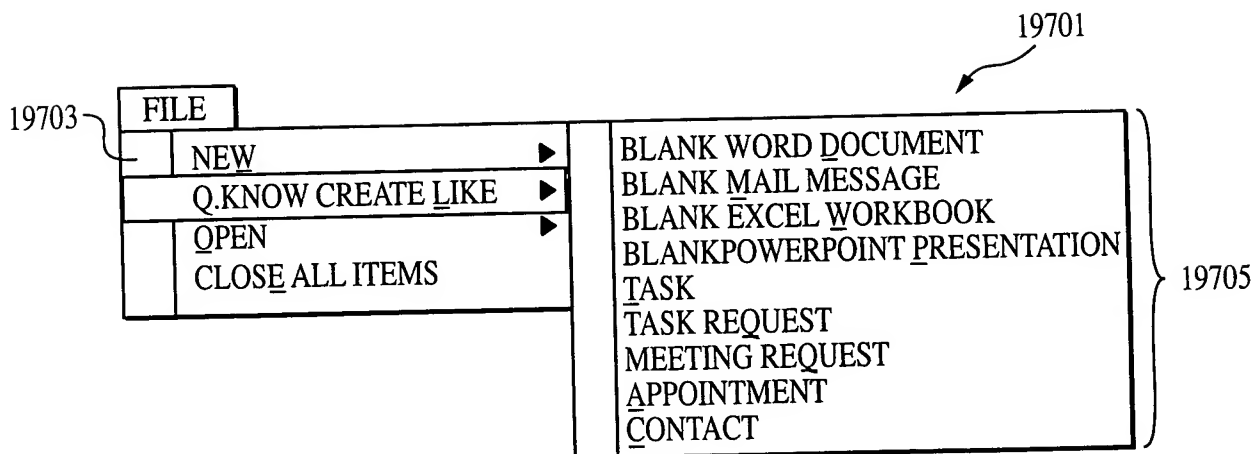


FIG. 197

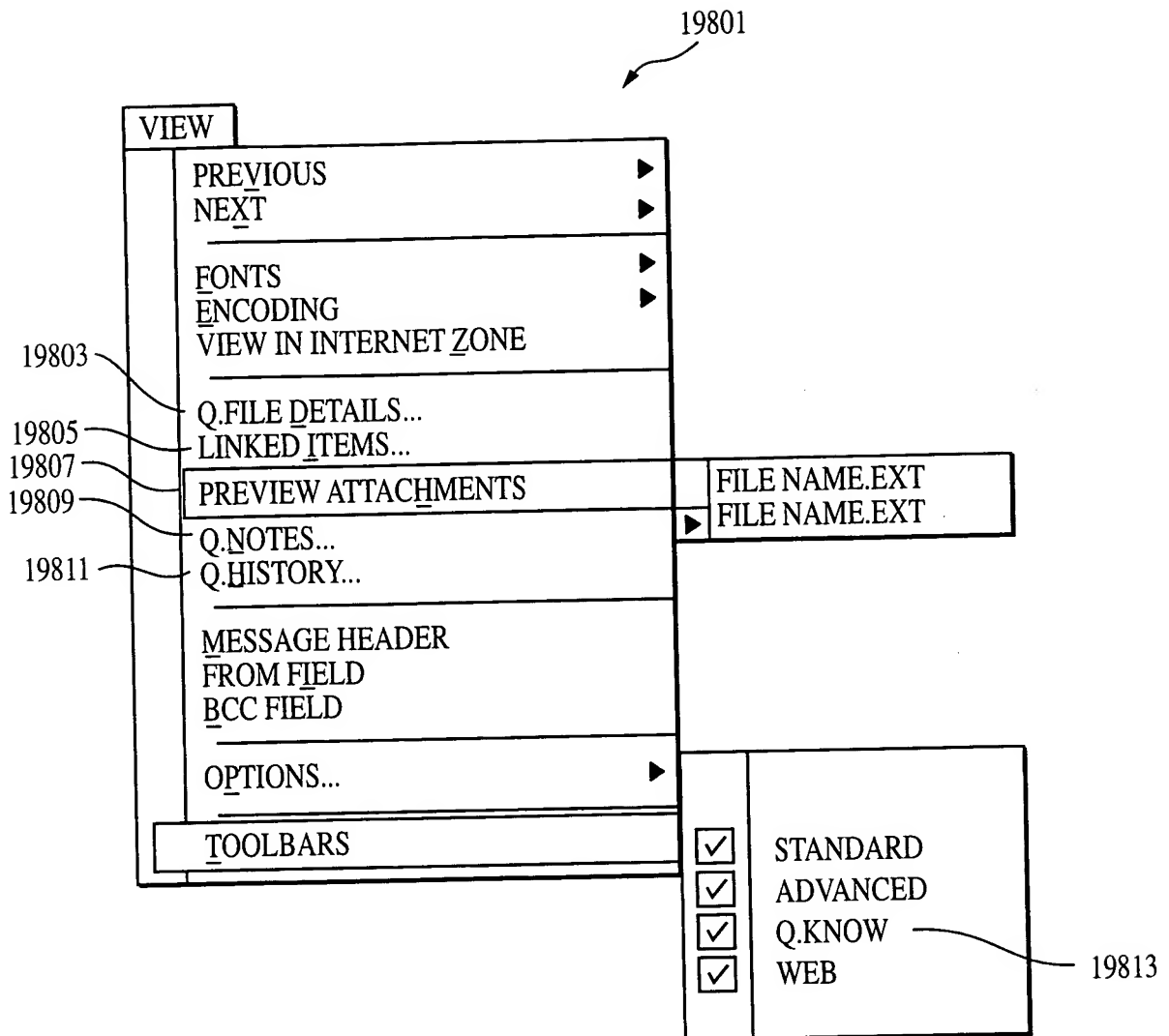


FIG. 198

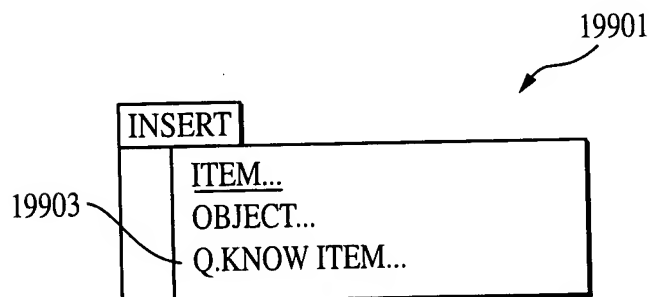


FIG. 199

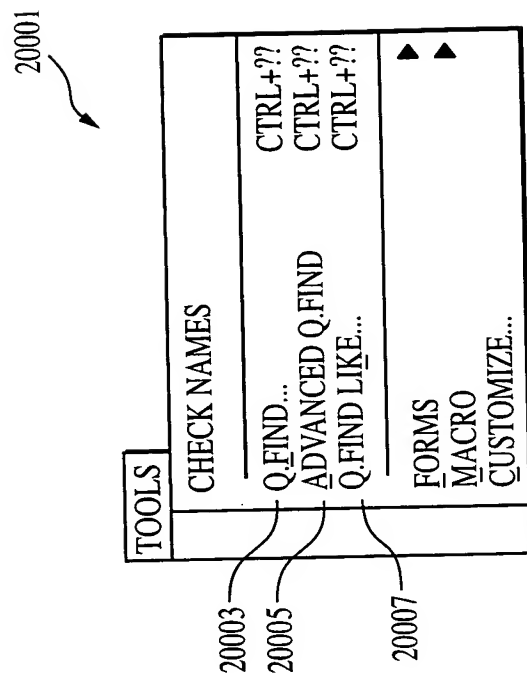


FIG. 200

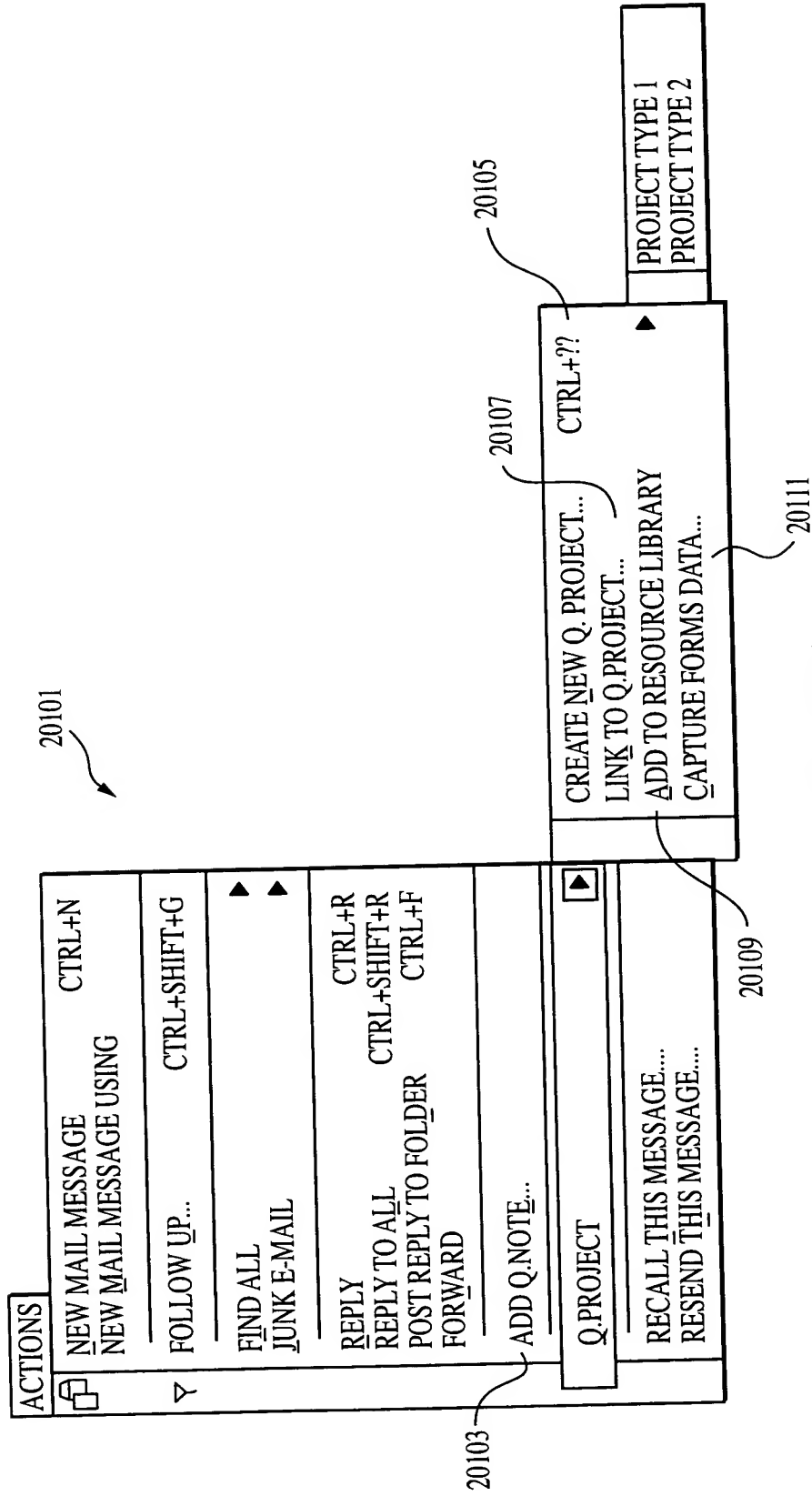


FIG. 201

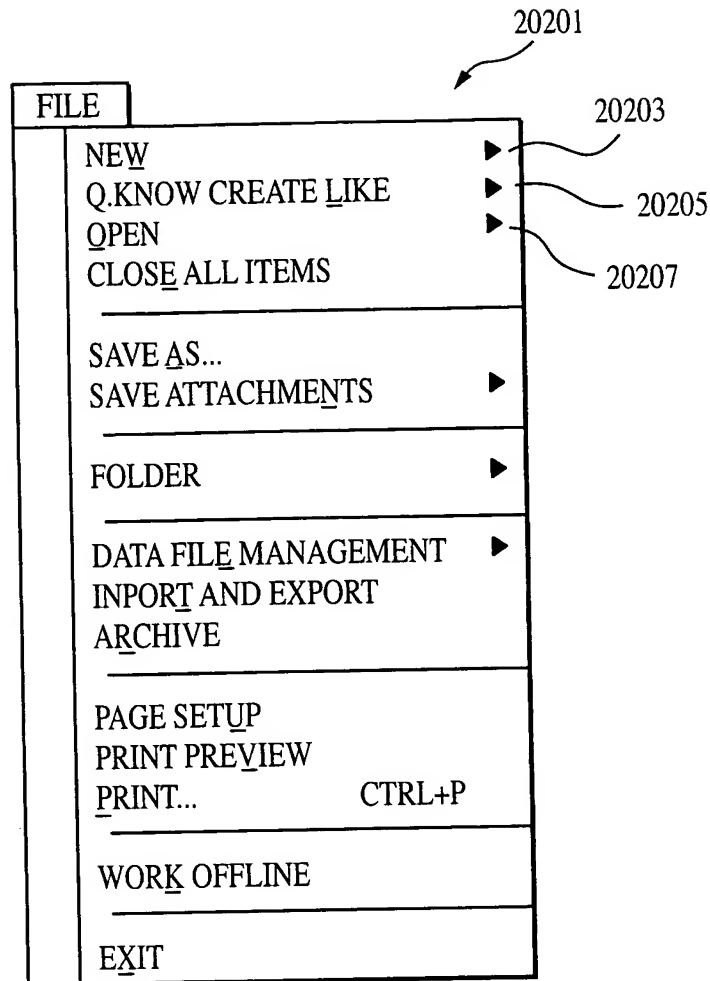


FIG. 202

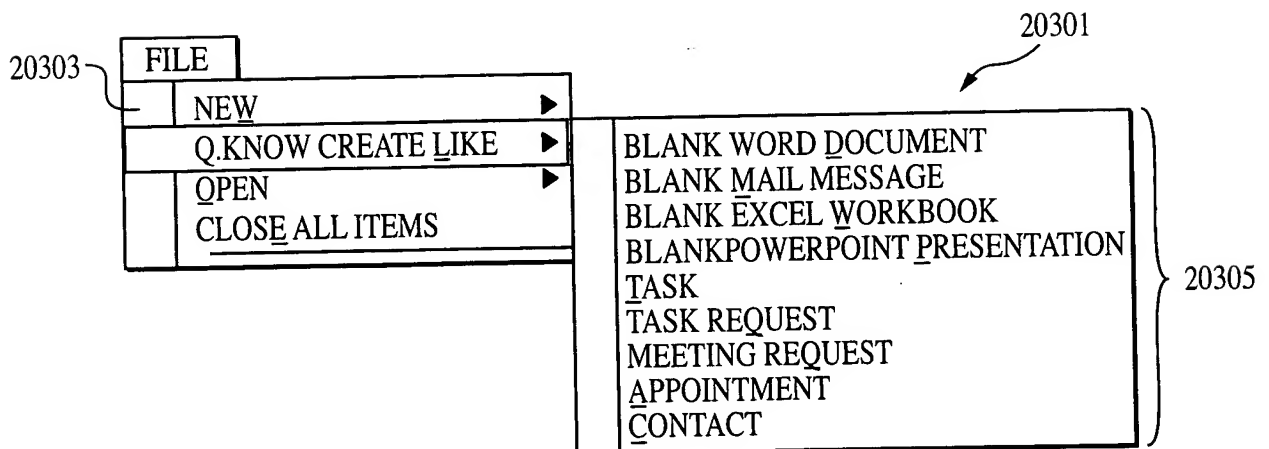


FIG. 203

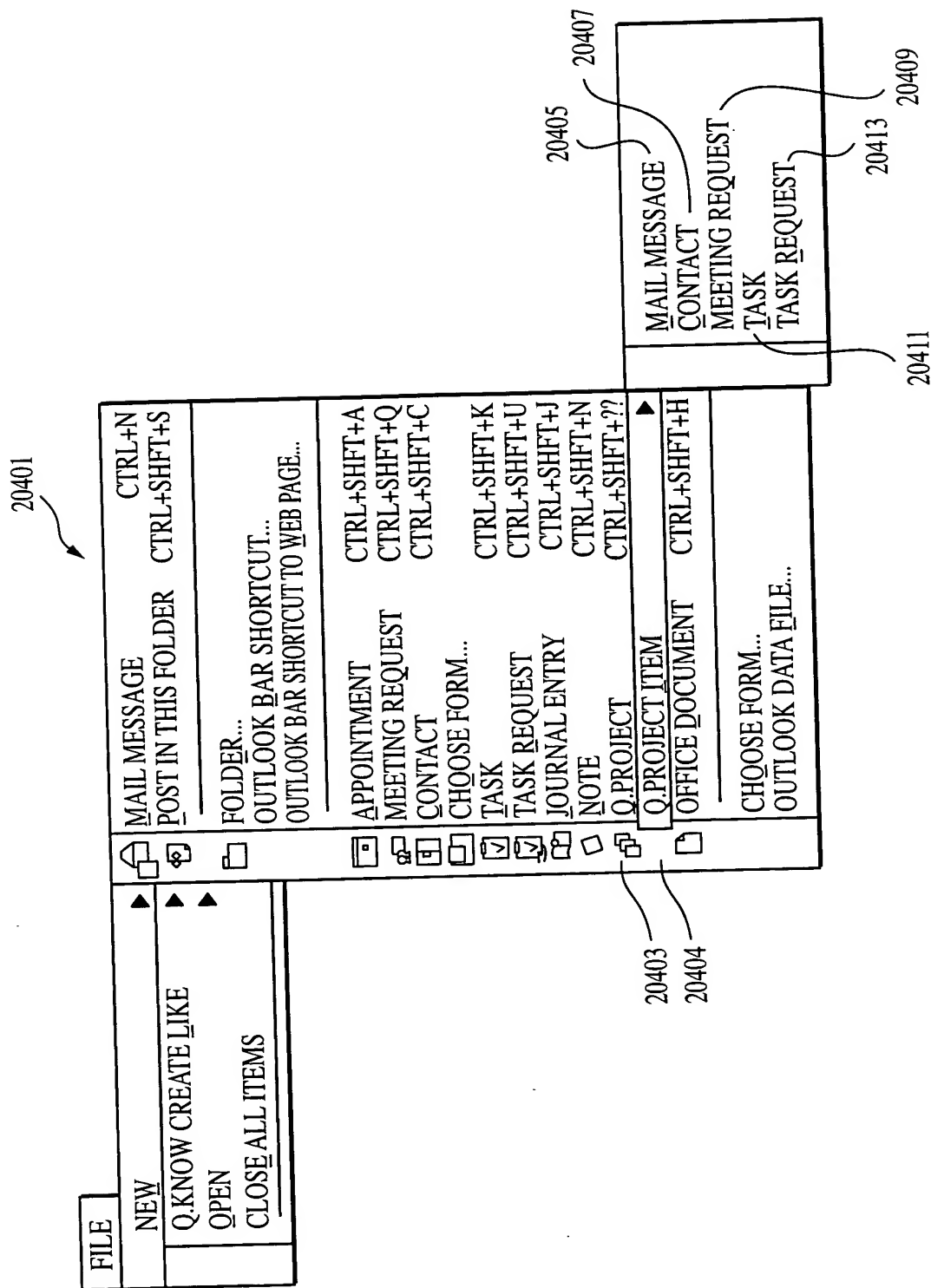


FIG. 204

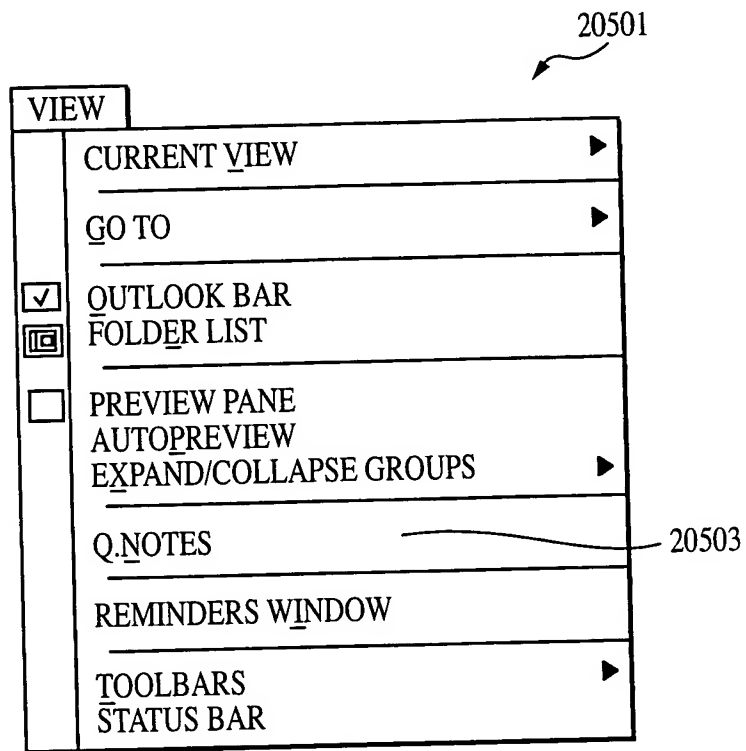


FIG. 205

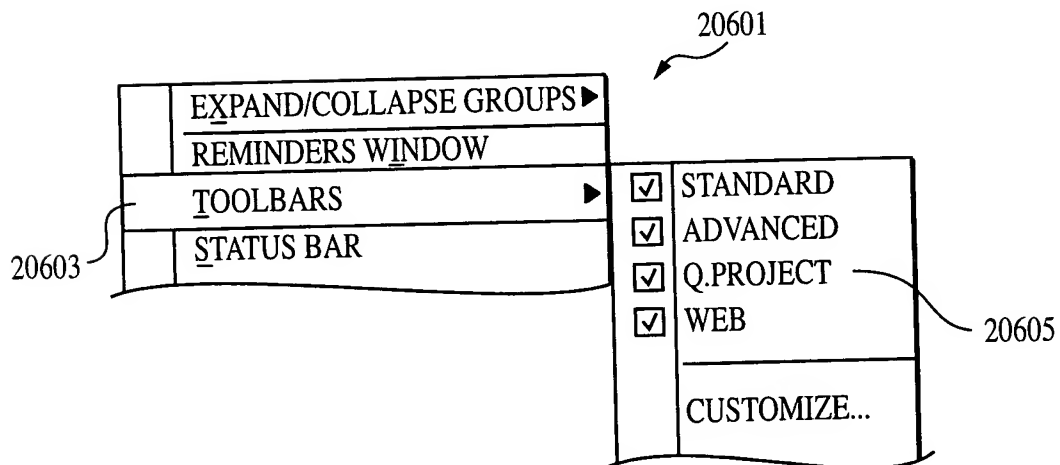


FIG. 206



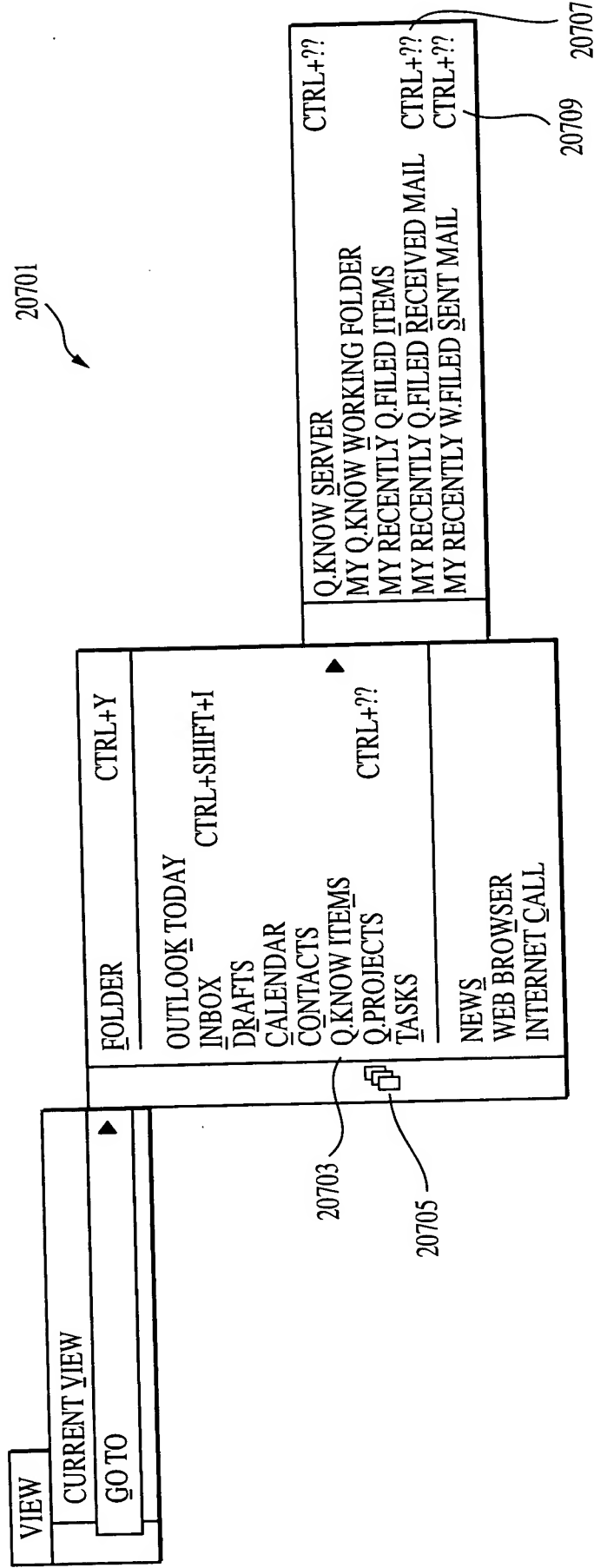


FIG. 207

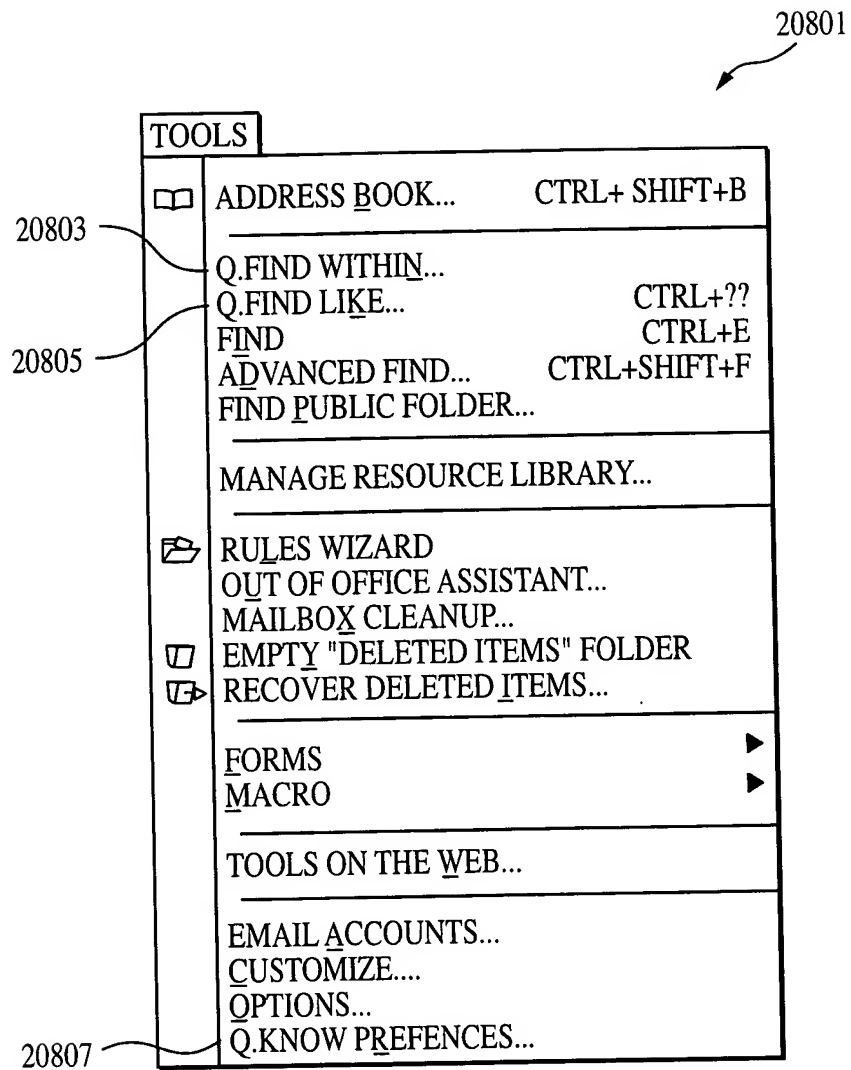


FIG. 208

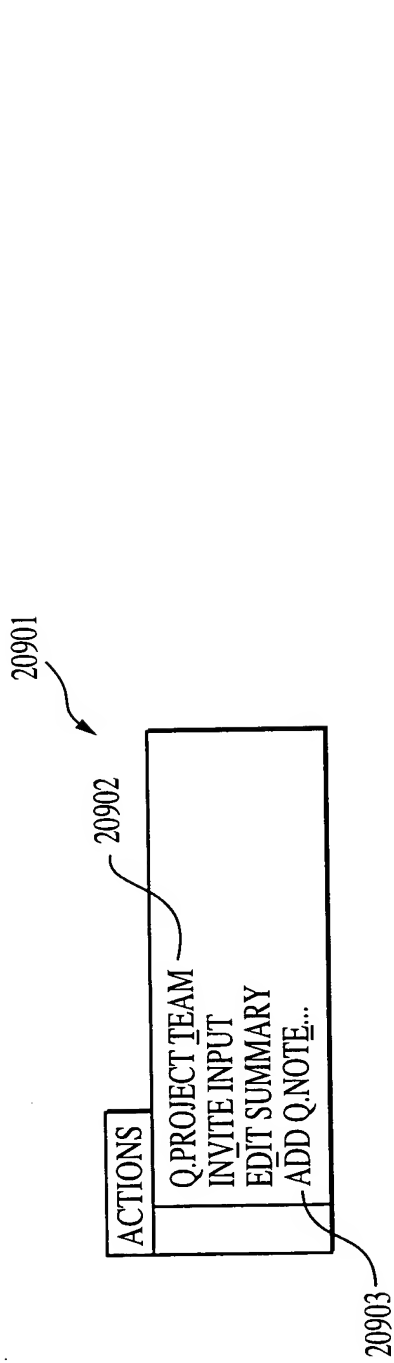


FIG. 209

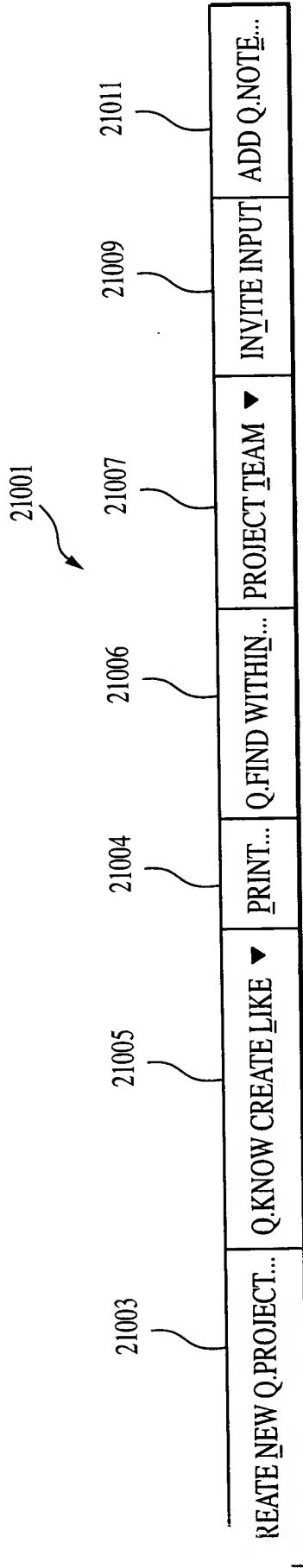
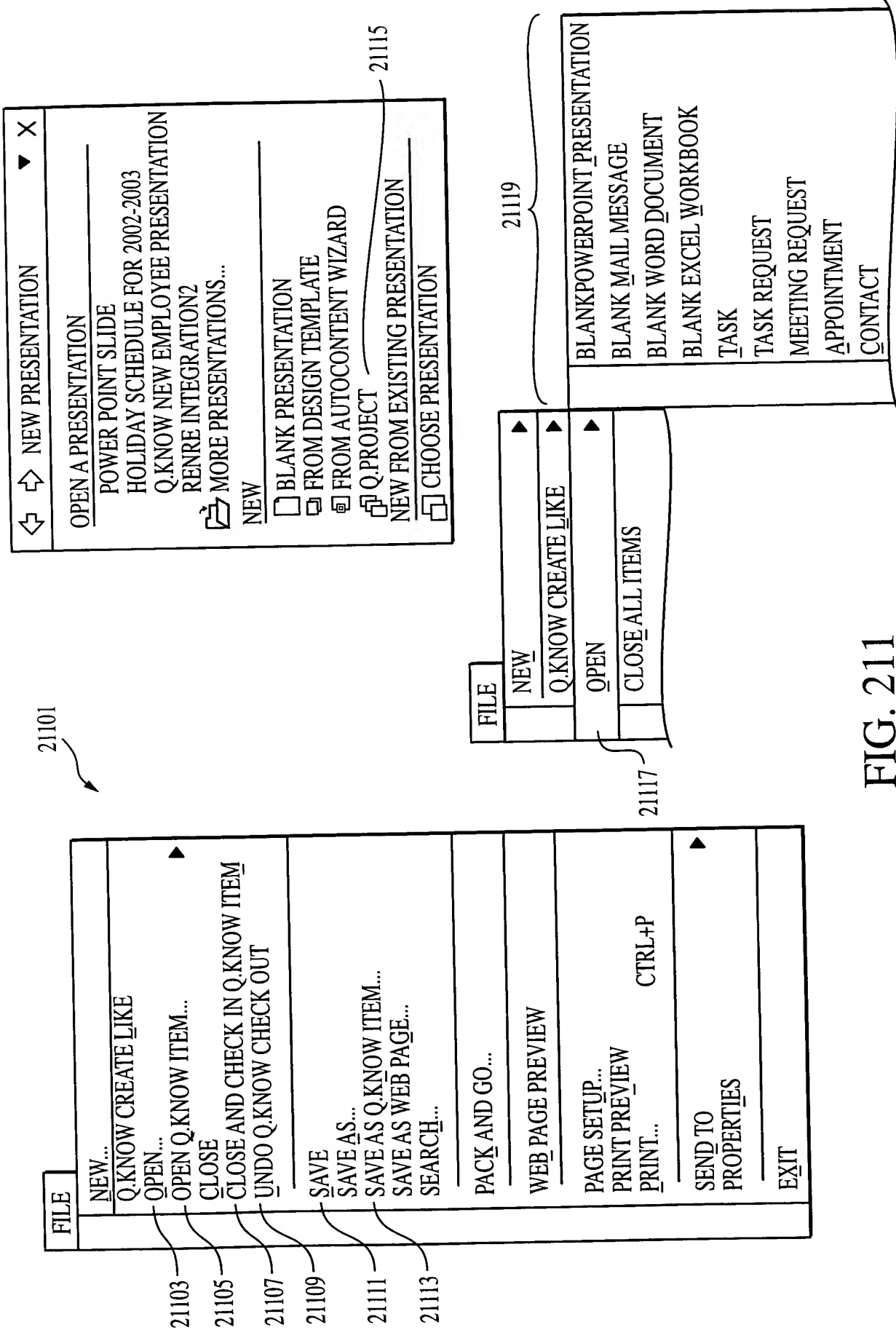


FIG. 210



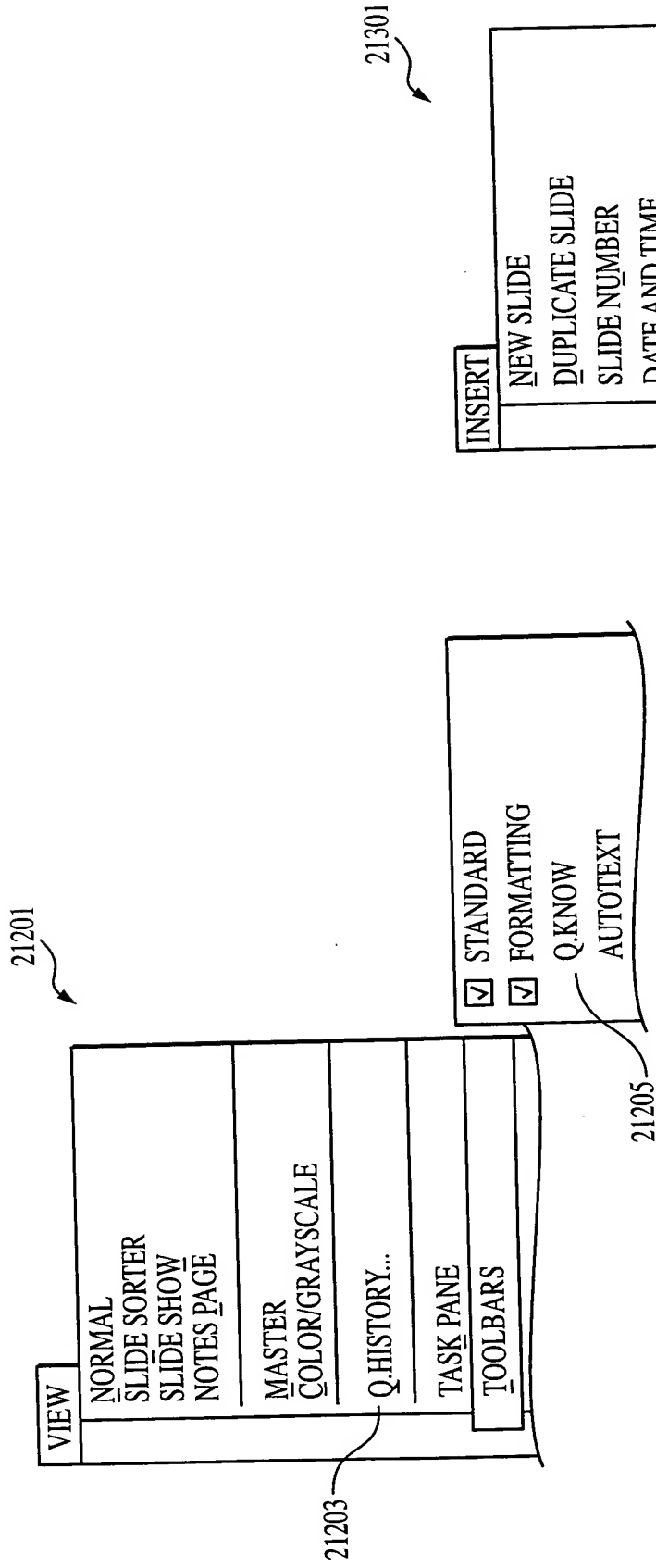


FIG. 212

FIG. 213

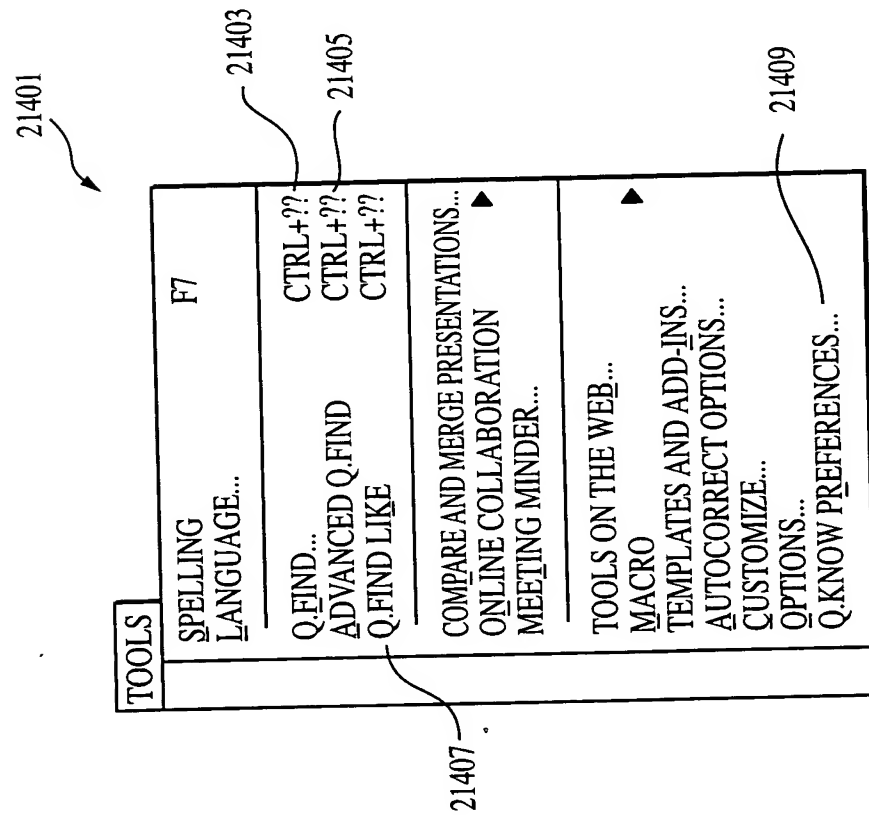


FIG. 214

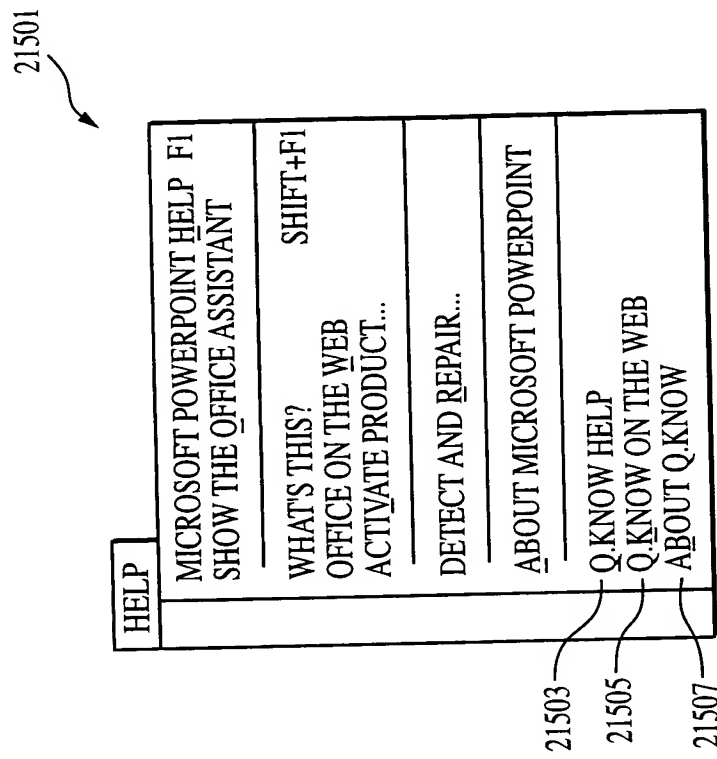


FIG. 215

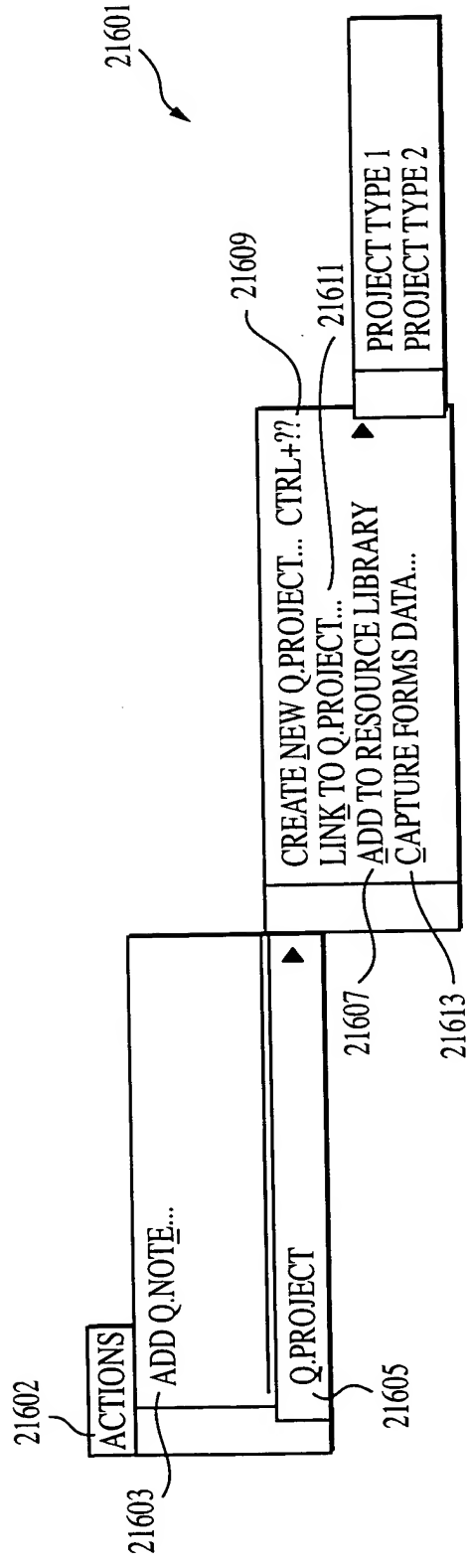


FIG. 216

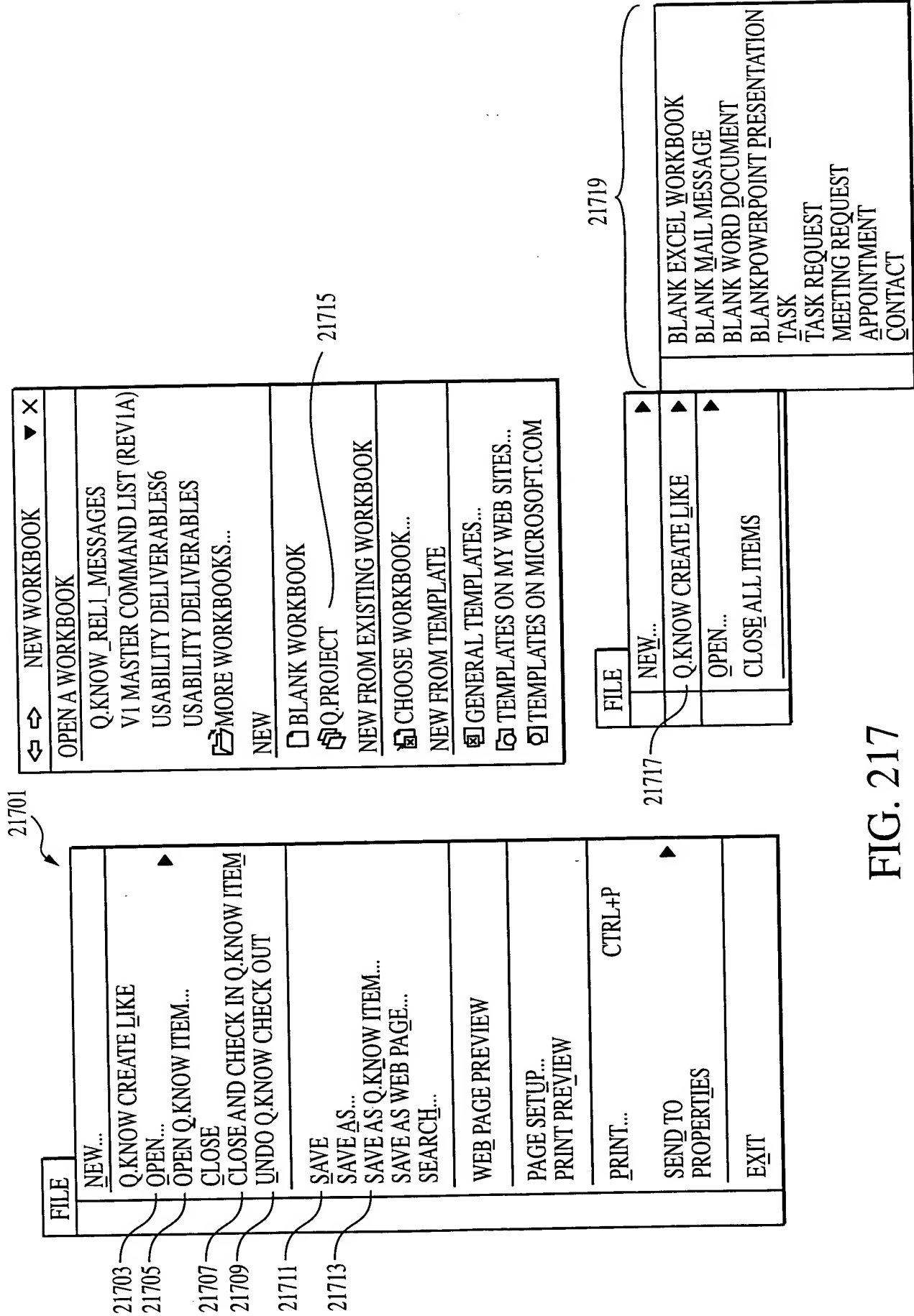


FIG. 217



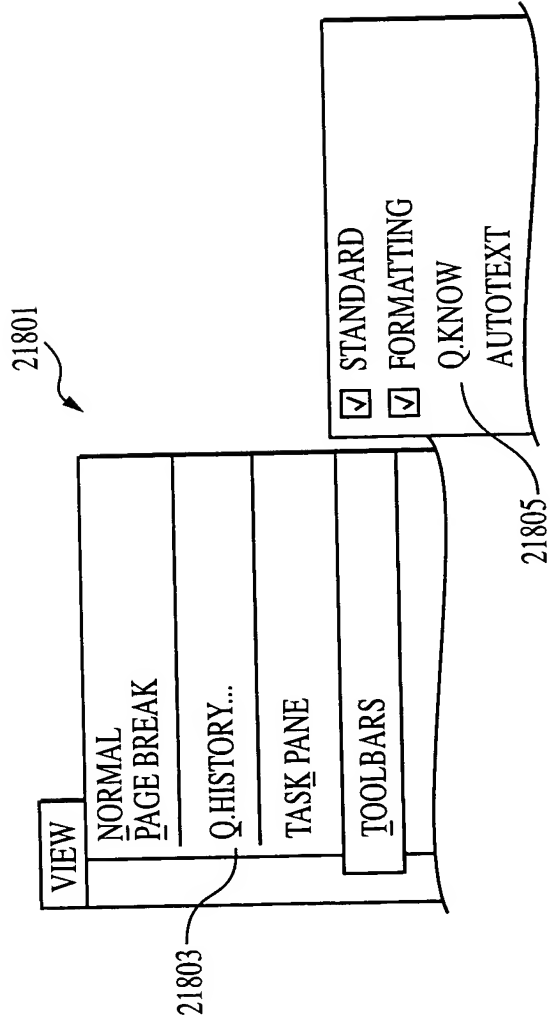


FIG. 218

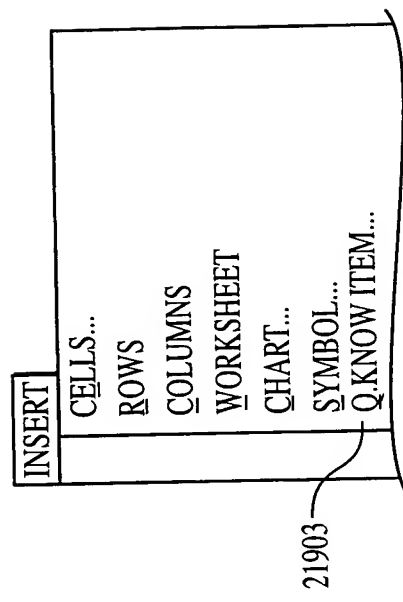


FIG. 219

TOOLS	
SPELLING... ERROR CHECKING... SPEECH...	F7
Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...	CTRL+?? CTRL+?? CTRL+??
SHARE WORKBOOK... TRACK CHANGES COMPARE AND MERGE WORKBOOKS... PROTECTION ONLINE COLLABORATION	▲ ▲ ▲ ▲
GOAL SEEK... SCENARIOS... FORMULA AUDITING	▲
TOOLS ON THE WEB... MACRO TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	▲ ▲ ▲ ▲ ▲ ▲

FIG. 220

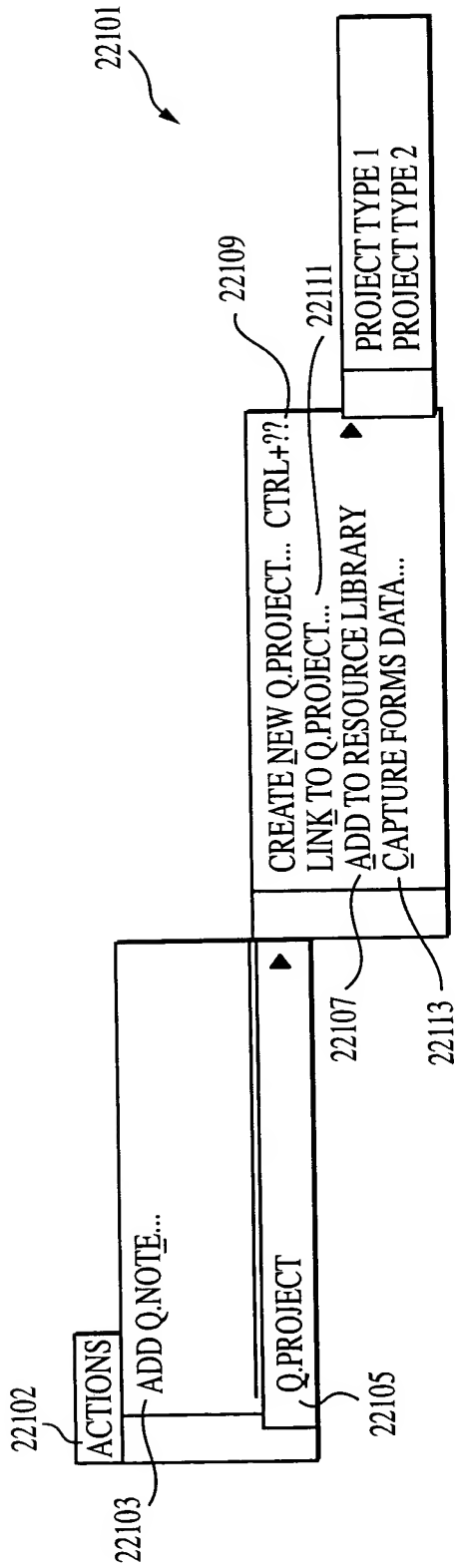


FIG. 221

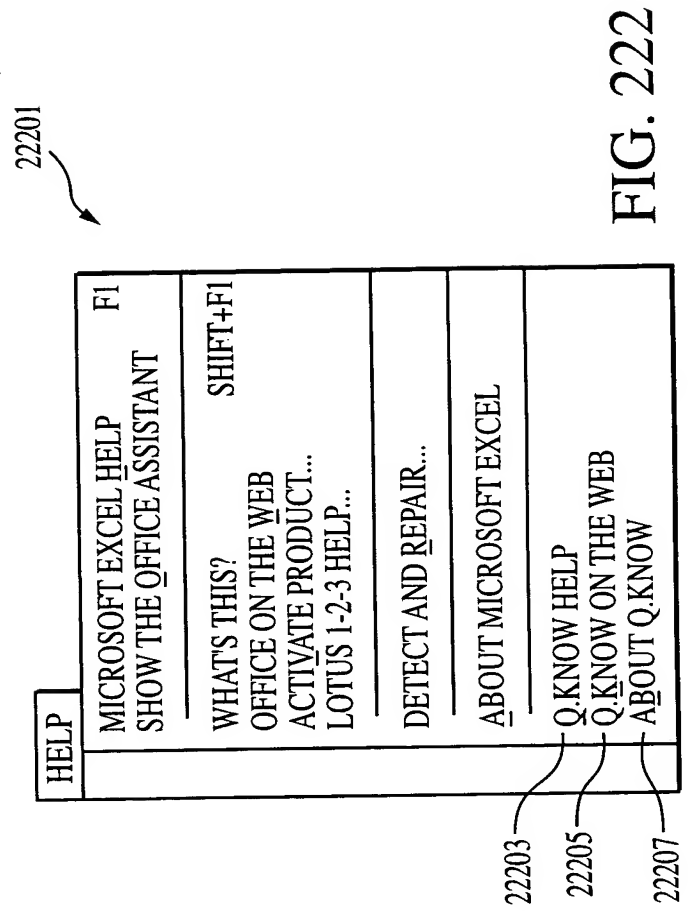


FIG. 222

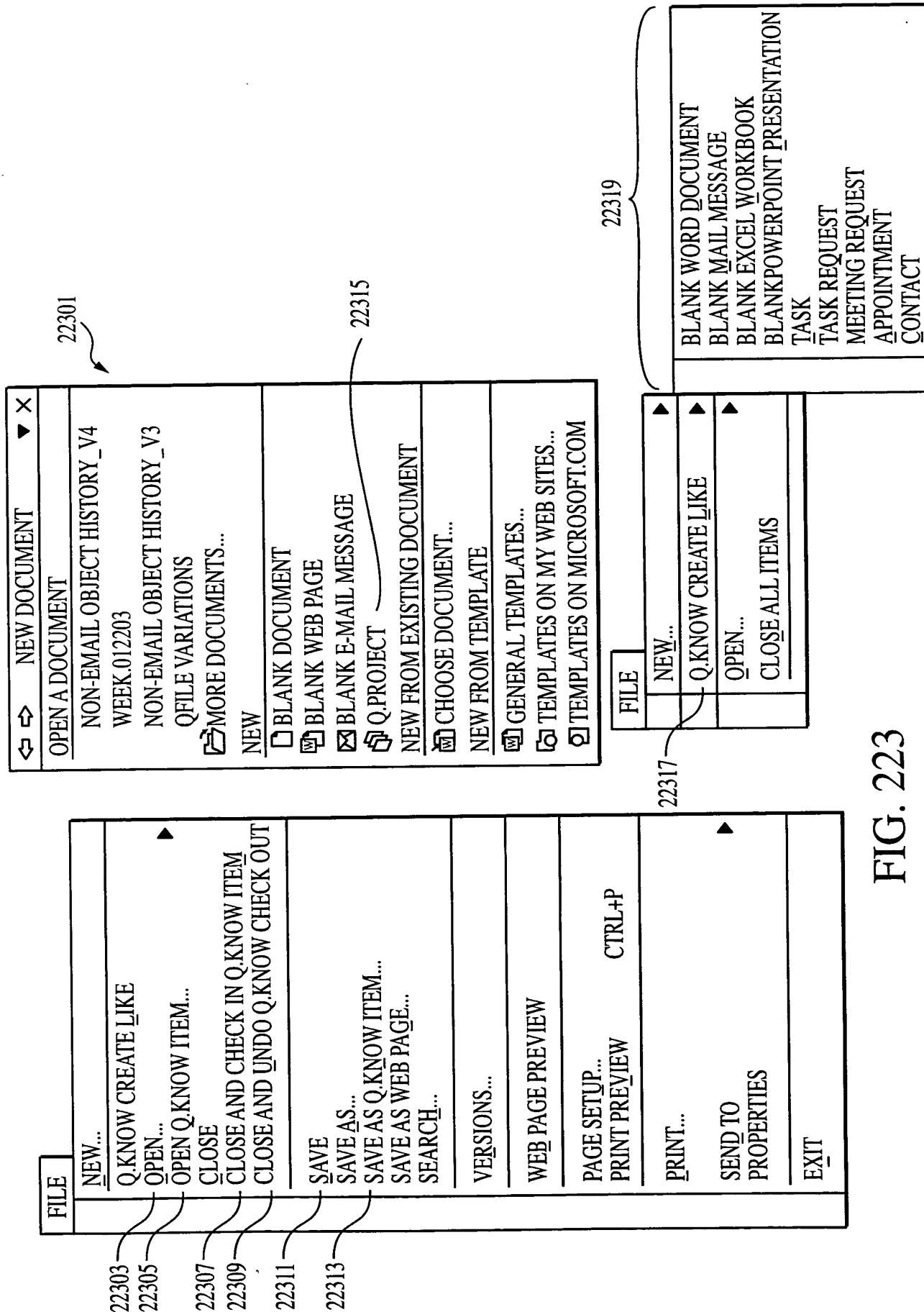


FIG. 223

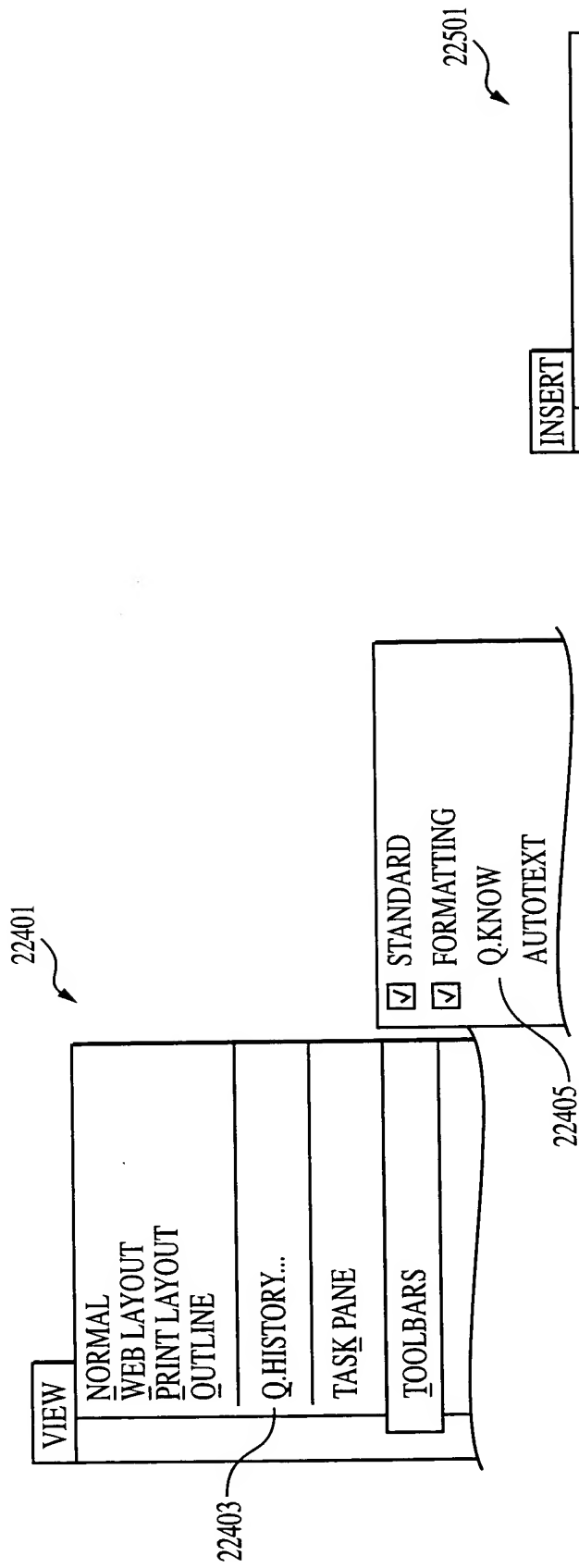


FIG. 224

FIG. 225

TOOLS	
SPELLING AND GRAMMAR LANGUAGE WORD COUNT... AUTOSUMMARIZE... SPEECH...	CTRL+?? CTRL+?? CTRL+??
Q.FIND... ADVANCED Q.FIND... Q.FIND LIKE...	
TRACK CHANGES COMPARE AND MERGE DOCUMENTS... PROTECT DOCUMENT... ONLINE COLLABORATION	CTRL+SHIFT+E ▶
LETTERS AND MAILINGS	▶
TOOLS ON THE WEB... MACRO	▶
TEMPLATES AND ADD-INS... AUTOCORRECT OPTIONS... CUSTOMIZE... OPTIONS... Q.KNOW PREFERENCES...	

FIG. 226

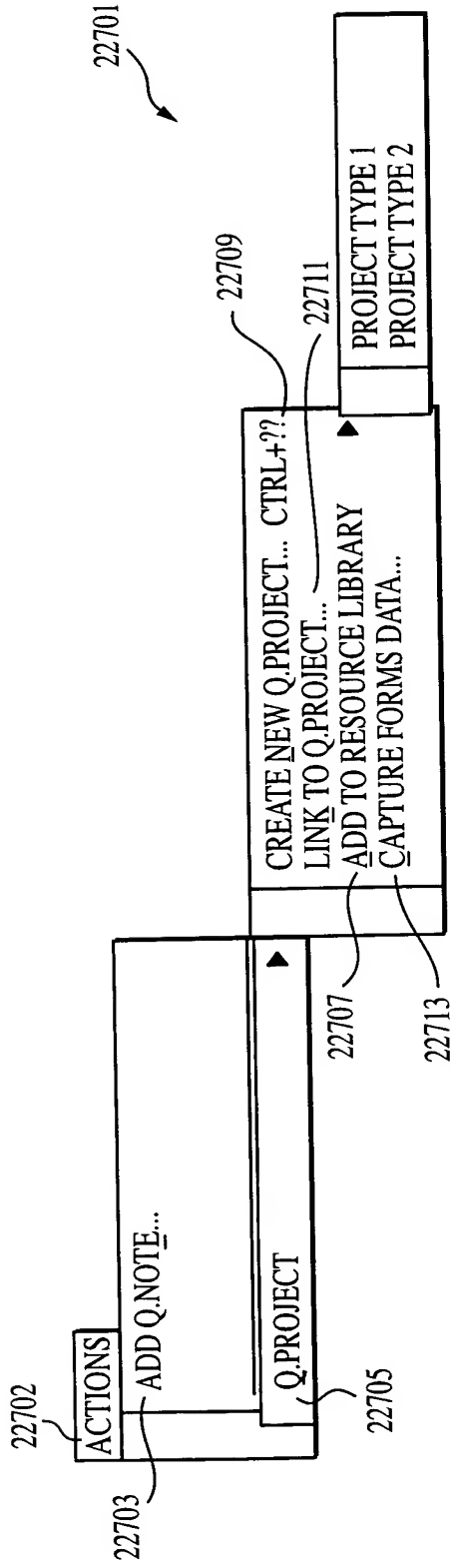


FIG. 227

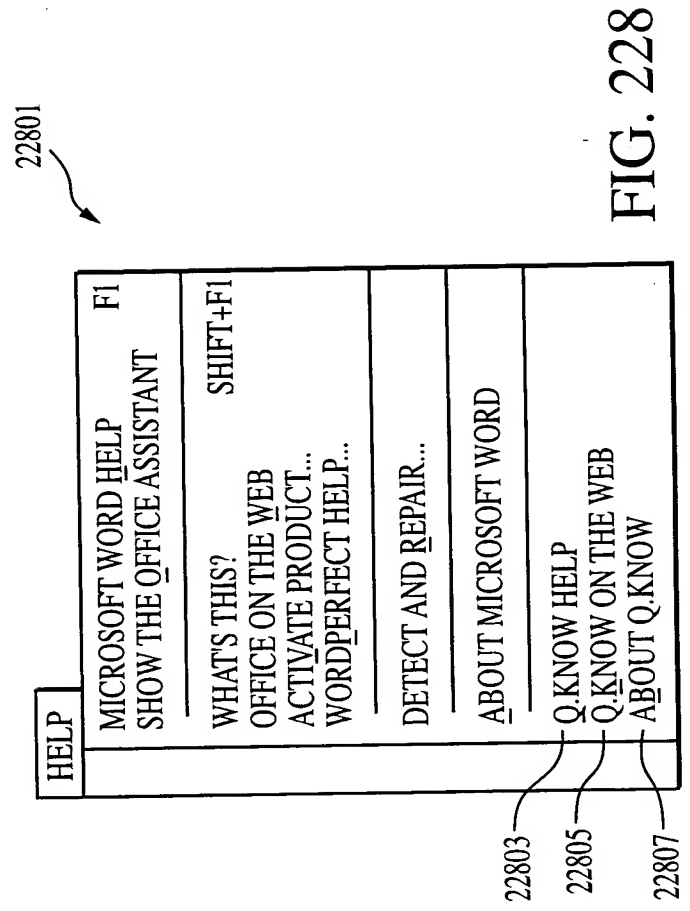


FIG. 228

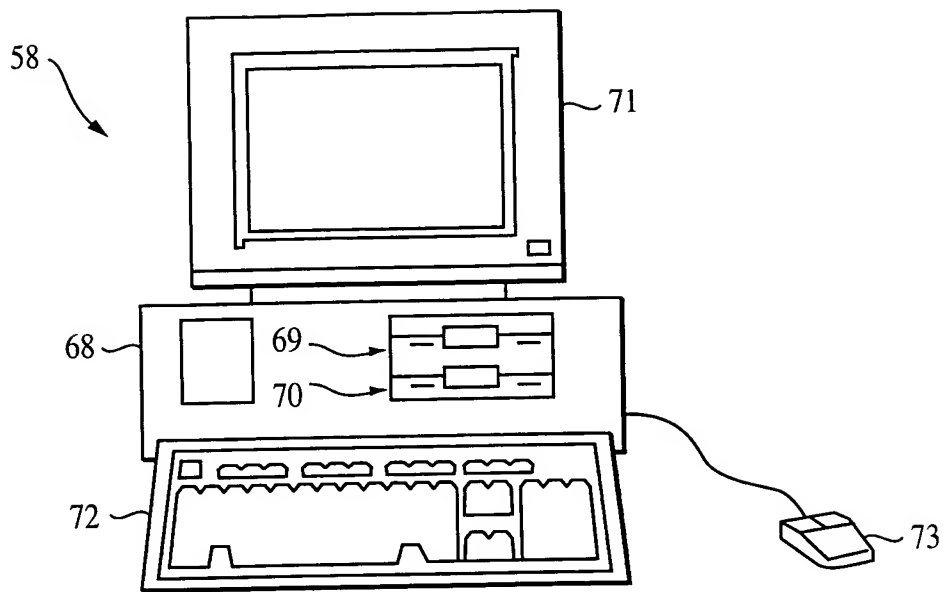


FIG. 229

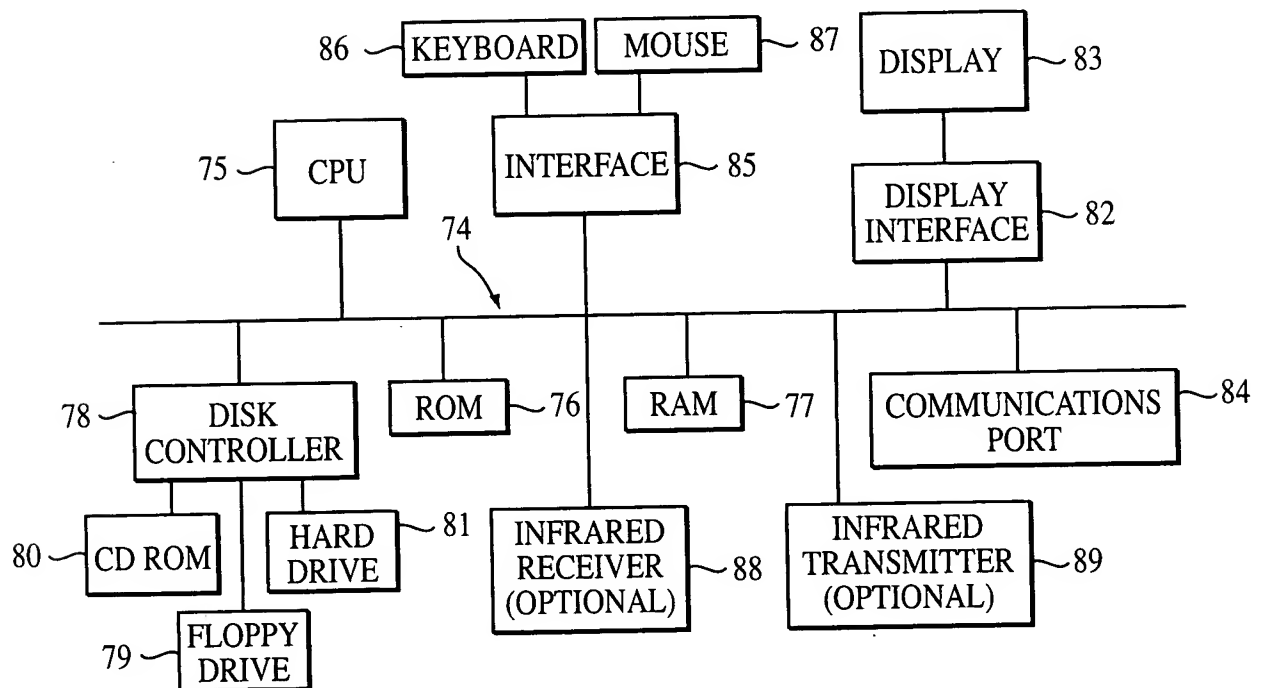


FIG. 230



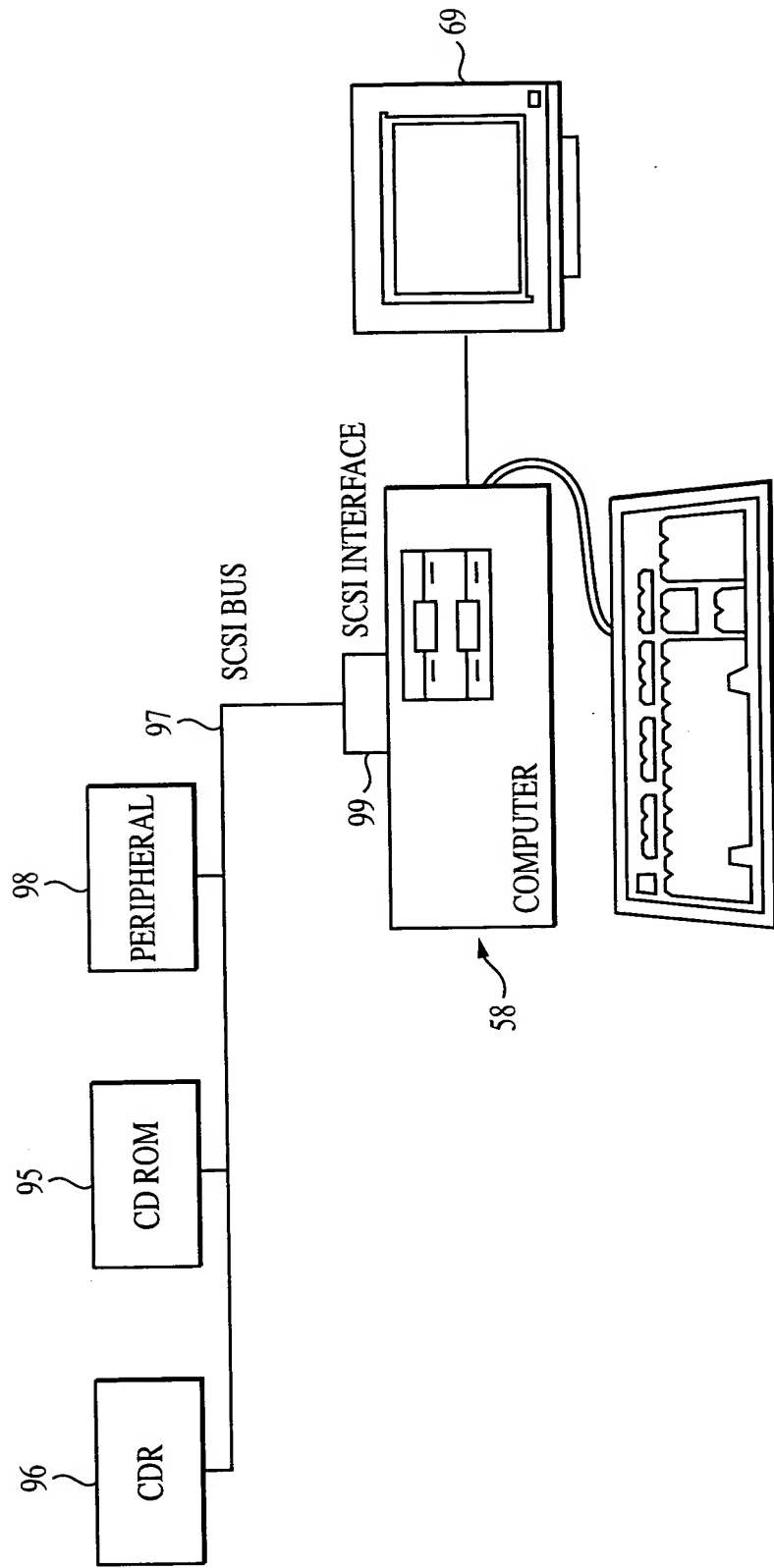
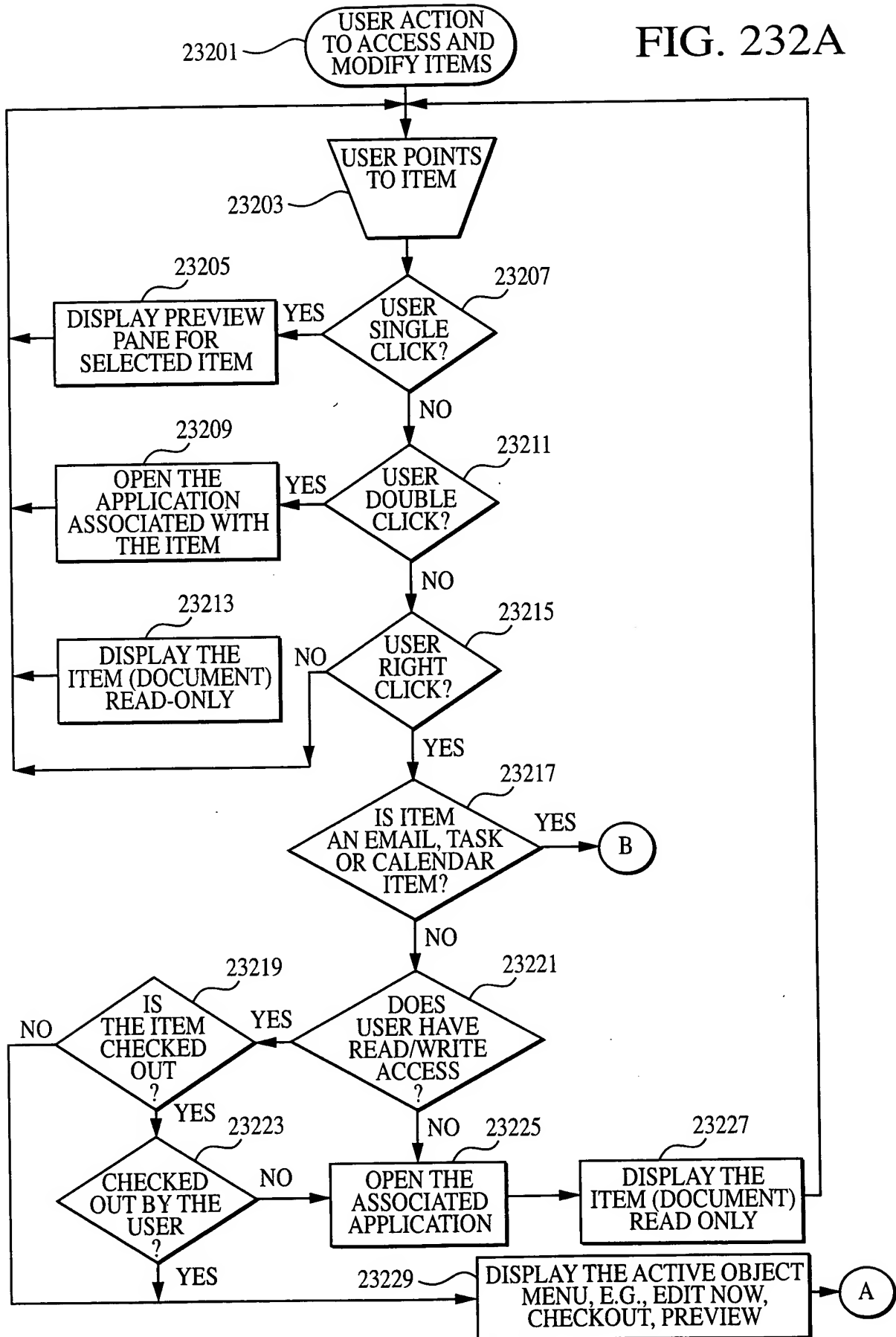


FIG. 231

FIG. 232A



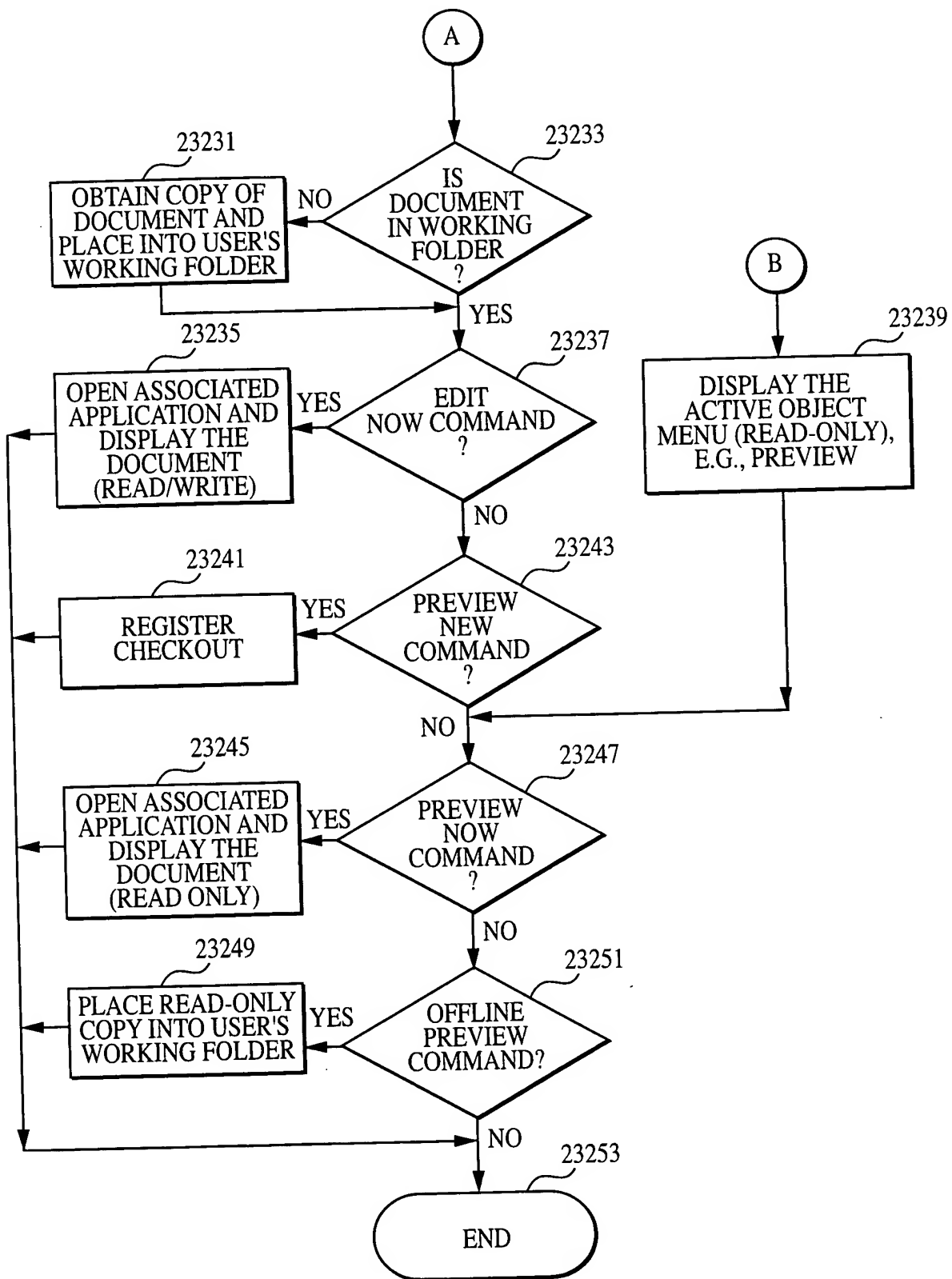


FIG. 232B

FIG. 233

FIG. 233